



Booking Terms & Conditions - Causley Trust Winter Warmer Poetry Retreat

3rd – 5th February 2023

When you make a booking for the Causley Trust's Winter Warmer Poetry Retreat, **you explicitly confirm that you have read, understood and agreed to these booking Terms and Conditions.**

In making a booking for the Causley Trust Winter Warmer Poetry Retreat, you agree to the following terms and conditions:

Bookings

We request a 50% deposit to secure your place on the programme. Please make this by bank transfer to the details below:

Lloyds Bank

Account name: The Charles Causley Trust

Sort code: 30-94-91

Account number: 21280768

The remaining balance must be paid by **Monday 16th January 2023**. You should not consider your booking as definite until we have received your deposit. We will confirm receipt by email, please do check your spam folder if you have not heard from us. If we do not receive full payment, we reserve the right to treat this as a cancellation by you and offer the place to someone else.

Charles Causley Trust staff: employee hours

Charles Causley Trust staff members will be present at Trevadlock Manor (the site of the poetry retreat) during the weekend. No Charles Causley Trust staff will be on site overnight. You will be briefed by our staff on what to do in the event of an emergency at the beginning of the weekend. In the event of an emergency when no staff are present, call 999 for the emergency services.

Travel insurance

We cannot reimburse travel costs or other losses incurred by you in the event of cancellation, by us or you. You are advised to take out travel insurance to cover potential

loss arising from cancellation or other eventuality affecting your booking, including the weekend course fee, travel or other consequential costs.

Cancellations

You may cancel your deposit, and have all fees paid returned to you, for the first 48 hours after we have confirmed your booking in writing. Following this 48-hour period, cancellations will be accepted up to six weeks before the weekend of the workshop and your payment will be returned to you, less a £50 cancellation charge.

Please note that if you leave the course or retreat after it has begun, or if you fail to attend all, or any part, of the course (without reasonable cause such as illness, bereavement or family emergency), no refund will be made, and we will retain 100% of your fee. Any refunds made in these circumstances due to illness, bereavement, family emergency or similar events will be at the sole discretion of the Charles Causley Trust.

Changes to the programme

The Charles Causley Trust reserves the right to make changes to the advertised programme and its tutors. As we plan the workshop weekend in advance, changes may occur and occasionally the original tutors become unavailable. We always endeavour to replace tutors with someone of similar experience, and to give you as much notice as possible. On the rare occasion that we need to cancel the weekend; we will return all of your booking fee. Please note that where we have to change tutors, you do not have additional rights of cancellation and our standard terms still apply. We cannot reimburse travel or other costs, which you may however be able to reclaim from your travel insurance policy, and our liability to you in case of a cancellation by the Charles Causley Trust is limited to the course fee you have paid.

Conduct and safety on site

Workshops lead by the Charles Causley Trust rely on a supportive environment, central to which is tolerance and understanding of all participants, tutors and their creative work. We therefore ask that you are thoughtful and respectful of the other writers and help foster an atmosphere conducive to creativity. The Charles Causley Trust reserves the right to refuse a place and/or to exclude from the weekend any writer who, in the judgement of the tutors (or, in the absence of the tutors, of the responsible member of Charles Causley Trust staff on site), behaves in an abusive or disruptive manner, or engages in any discriminatory conduct. No refund will be given if exclusion is made for these reasons.

The Charles Causley Trust reserves the right to ask a writer to leave the weekend if the tutors (or, in the absence of the tutors, the responsible member of Charles Causley Trust staff on site) judges that it would not be in the interests of the participant, or others in the group, or that it would be otherwise unsafe for that person to remain on site as a result of their mental or physical health, behaviour or apparent state of mind. Any refunds made in these circumstances will be at the sole discretion of the Charles Causley Trust

Damage and cleaning

If you are attending on a residential package - Trevadlock Manor's cottages and grounds are your home during your stay; please treat them with care and respect. You agree to reimburse us promptly, on demand, for all reasonable costs incurred by us as a result of any damage caused by you to the cottage, or excessive cleaning required as a result of your stay.

We also ask that day attendees treat Trevadlock Manor with care and respect, agreeing to reimburse us promptly, on demand, for all reasonable costs incurred by us as a result of any damage caused by you.

Pets

Please note that with the exception of assistance dogs, pets are not permitted during the weekend.

Smoking

Smoking is not permitted anywhere inside Trevadlock Manor's buildings, and only in designated smoking areas outside.

Guests

A place on the weekend workshop may be used only by the participant named in the booking. It may not be transferred to another person without agreement in advance from the Charles Causley Trust. Please note that you are not permitted to have guests or visitors on site during your stay.

Privacy and data

By booking, you agree that we may collect and store personal information about you and your interactions with the Charles Causley Trust. This includes: your personal contact details; gender; details of your booking and booking history, including any access and dietary needs you have told us about; records of payments (not including credit/debit cards numbers, etc.); any correspondence and any other information we need to keep in order to administer your booking. All personal information is kept securely on electronic systems. We do not store payment card details. We will use this information to communicate with you about your booking and we may, unless you tell us otherwise, communicate with you occasionally about our work and other courses and support for writers that we offer. We never share or sell information about our course participants with any third party, either in aggregate or in individual form.

Confidentiality

You agree to keep confidential, during and after the course, any information and/or material which is divulged by other attendees on the course as a result of group exercises or discussions (either oral or written). All discussion on the course is private and confidential. You agree not to make any audio or visual recordings of the sessions, the work of the tutor, guest speakers or of your fellow students whilst attending the weekend.

Loss

The Charles Causley Trust cannot accept responsibility for any loss, damage or expense sustained by participants as a result of an event or circumstance whether arising from natural cause, human agency, or beyond its control otherwise. Where the Charles Causley Trust is unable to provide a workshop place to you for any reason, our liability is limited to return of the fees paid.

Participation and access

The Charles Causley Trust is committed to providing a supportive and welcoming environment to all, while leaving you to work with as few interruptions as possible. During your stay, you will be expected to live and work independently, as if in your own home. Charles Causley Trust staff will provide limited general support. If you have specific needs, for instance accessibility requirements, it is important that you discuss these with Charles Causley Trust staff before booking, to establish whether your needs can be met.

Comments and complaints

The Charles Causley Trust makes every effort to maintain high standards and provide high-quality experiences for all writers. If you have any issues or concerns during the weekend, please speak to a member of the Causley Trust team. At the end of the weekend we give you the opportunity to provide formal feedback through our evaluation form. The Trust would also like to hear from you if you would like to share your positive experience with us. We can explore ways to do this through our website blog and personal networks. If, however, you wish to make a complaint, please do so by emailing info@causleytrust.org, within ten working days.

English law

The contract between you and the Charles Causley Trust is governed by English law.