

TERMS AND CONDITIONS

1. We reserve the right to reject a booking for any reason as determined by the Management or Trustees from time to time.
2. Bookings will not be confirmed until the booking form is received with the correct fee.
3. Whitehill Chase operates a no smoking policy throughout all buildings on-site, including bedrooms.
4. Whitehill Chase and its staff will not be held liable for personal injury sustained by the action of another person, or for the loss or damage to property brought on to the premises (including Motor Vehicles).
5. Where overnight accommodation is included, the bedrooms are normally available from 4 pm on the day of arrival and must be vacated by 10 am on the date of departure. Arrivals should normally be no later than 6 pm – unless there is a specific arrangement.
6. Prices may be varied at three months notice prior to the event.
7. It is recommended that course attendees take out insurance for the loss of fees through cancellation.
8. We regret that we are unable to transfer bookings and payments to another course.
9. Food available at Whitehill Chase may contain **nut derivatives** and some dishes could contain **alcohol**. Some special diets may be provided on request. If this is an issue, this must be notified in writing, on the booking form.
10. Each course participant is responsible for the cost to repair any damage to the equipment or property caused directly or indirectly by themselves.

CANCELLATION POLICY

We reserve the right to cancel an event if we receive insufficient bookings for the course to be viable. In this instance we will refund any monies already paid by you.

CANCELLATION CHARGES

- If you cancel up to 28 days before commencement - 50% for Day events or £50 Residential events/courses will be retained by us
- **If you cancel less than 28 days before commencement of any event, day or residential course, we will retain the full amount paid.**
- Please note point 7 above.