

CONDITIONS OF BOOKING - STEVE WATERMAN CONTEMPORARY BIG BAND JAZZ COURSE

1. Availability of Courses

Applications will be made on an up-to-date booking form and will be dealt with in order of receipt. Each applicant must complete an individual form. All bookings are subject to the booking conditions current at the time of booking.

2. Enquiries, Reservations and Bookings

We are happy to answer your enquiries about availability, contents and requirements of courses and to make reservations by telephone or e-mail. Reservations will be held for 14 days. A booking can only be confirmed on receipt of the applicable deposit or fee.

The full fee or the deposit (non-refundable), is due for each course at the time of booking. Your place will be confirmed in writing. Please check the details promptly, as corrections must be made within 14 days of the date of our acceptance letter. After that time we cannot accept responsibility for any incorrect details.

3. Part-time attendance

Part-time attendance on a weekend course is not permitted.

4. Payment

The full balance is due with booking or 13 weeks prior to course commencement date. If the balance has not been settled by this date, your place may become forfeit. Please note that receipts are not issued for balance payments unless specifically requested. Any alteration to a confirmed booking originated by a course member will be subject to a £25 administration fee. Cheques by postal application accepted. We accept Eurocheques, **PAYPAL and bank transfers subject to current bank surcharges, please call for further details.**

5. Refunds

Fees may only be considered for refund if you are unable to attend for any of the following qualifying reasons:

1. Unexpected family commitments, relating to immediate family only
2. Death or illness in your immediate family or pre-formed group
3. Transport strike
4. Exceptionally bad weather
5. Pregnancy or childbirth
6. Your death or illness
7. Compulsory quarantine
8. Jury service
9. Unforeseen occupational posting
10. Travel being prevented by Government restriction
11. Fire, storm, flood, subsidence or malicious damage rendering the home of the named course member uninhabitable.

It does not cover the following reasons:

1. Loss, damage or theft of personal belongings
2. Your travel to and from the course venue
3. Cancellation due to holiday commitments
4. Any reason other than those above.

6. Cancellation procedure

Any cancellation must be made in writing prior to the start of the course. Deposits are retained. Bookings cancelled fewer than six weeks before the course are charged an additional £25 cancellation fee unless a suitable replacement is provided.

7. Transfers

If you wish to transfer your booking to a replacement person, the following conditions will apply:

1. A £15 administration fee will be charged
2. bookings cancelled less than six weeks before the course begins: an additional £25 cancellation fee is due unless you can provide a suitable replacement

Issued credit notes can only be used as payment towards course bookings for the person named on the credit note.

8. Refunds

If you are entitled to a refund it will be made, where possible, by the original method of payment. We cannot give refunds for individual sessions or meals.

9. Bedrooms

Rooms are allocated in order of receipt. Rooms are allocated as single occupancy en-suite unless otherwise requested.

10. Special needs

Please inform us of any special dietary, physical or medical requirements you have at the time of booking, in order for us to try to meet them. If you wish to be allocated an en-suite bedroom with facilities specially designed for the disabled, please indicate that on your booking form. We cater for dietary needs on medical and moral grounds, only when notified in advance and by prior agreement with the Course Administrator.

11. Group Bookings

It is recommended that one member handle the applications for the group booking, supplying all relevant details, deposits and supplements. Incomplete groups, or individuals, will only be accepted provisionally until the group is completed. Group reservations must include names of all persons attending.

12. Steve Waterman Contemporary Big Band Jazz Course:

1. Accepts no responsibility for loss, damage or theft of instruments or personal belongings.
2. Reserves the right to alter advertised tutors but will, when possible, tell you if this proves necessary. If we are unable to replace an indisposed tutor and as a result the course cannot take place, we will refund any monies paid.
3. Reserves the right to cancel any course. In this event we would hope to give you two weeks' notice and we will refund any monies you have paid.
4. Reserves the right to vary the programme without notice and to refuse any application for a course without giving a reason.
5. Cannot accept persons under the age of eighteen on any of our courses.
6. Takes no responsibility for printing or website errors. Every effort will be made to ensure that all details are correct at time of being published.
7. Takes no responsibility for the quality of services or products from advertisers and vendors. Inclusion in the course programme or presence during a course is not a recommendation.
8. Are not responsible for items reported lost which cannot be found. A minimum charge of £5 is made for return of lost property after your departure. Items can be held for a maximum of 1 month, or as agreed.

13. Course Fees : are inclusive of group tuition, accommodation and meals as stated. Insurance and individual tuition fees are not included.

14. Complaints

In the unlikely event of a complaint please speak to any member of the management who will do his/her best to resolve the matter. If you are unhappy with the outcome please put your complaint in writing to the Course Director.