



## OUTDOOR INSTRUCTOR

### Terms & Conditions

#### Course Fees

Course places are reserved by sending us a completed booking form along with payment of 50% of the full course fee as a deposit (or 100% if booking within 2 weeks of the start date).

The balance of the course fee is payable 2 weeks before the course start date.

In the event of the course fee not being paid in full 2 weeks before the course is due to begin, Martin Digby may treat the booking as cancelled by the client and attempt to re-sell the place.

All prices are exempt from V.A.T.

#### Cancellation by the Client

All cancellations must be made in writing.

Once notified of the cancellation in writing, Martin Digby will try to resell course place(s).

In the event that Martin Digby is able to re-sell the course place(s) prior to the commencement of the course, the client will receive a full refund less 10% of the course cost to cover administration fees.

Refunds will only be made after the commencement date of the course.

In the event that Martin Digby is unable to re-sell the course place(s) prior to the course commencement date, the client will be charged the following cancellation fees:

- Your deposit (50% of the course fee) if the cancellation is made more than 2 weeks before the start date of the course.
- The full course fee if the cancellation is made less than 2 weeks before the course start date.

To cover this eventuality, it may be worth considering taking out insurance that includes cancellation or curtailment of your activity or holiday.

#### Cancellation by Martin Digby

Every attempt is made to ensure that courses run as scheduled. However, in the event that Martin Digby needs to cancel a course due to unsuitable conditions or other unforeseen circumstances we will notify the client as soon as possible.

Martin Digby will notify clients not less than five days prior to a course start date if a course needs to be cancelled because a workable minimum number of participants has not been reached.

In the event of cancellation by Martin Digby clients will be offered the following options:

- Full refund of the course fee paid or
- Another course on different dates.