



Courses and Events

The following are our terms and conditions to which all courses and events are subject.

By signing the booking form, the client accepts these terms and conditions. In these terms and conditions, the expression "AWT" refers to Avon Wildlife Trust and the expression "the client" refers to any person or group booking.

1. Confirmation:

- 1.1 A booking will not constitute a legal contract until the signed/email signed booking form is returned and until any deposit or payment in advance requested by AWT has been paid and a receipt for the same issued to the client.
- 1.2 AWT reserves the right to refuse to accept any booking without stating a reason.

2. Payment:

- 2.1 Prices quoted are subject to variation due to change in Value Added Tax or other reasons outside AWT's control.
- 2.2 Full payment is required at the time of booking for all courses. This is a non refundable fee. Until the full payment, the booking is treated as provisional and there is no certainty that a place can be held after making a provisional booking. If a booking cannot be accepted, notification will be sent as soon as possible. If you anticipate a delay in payment, please inform AWT as soon as possible.
- 2.4 Payment by cheque, bankers draft, cash and credit cards are recognised by AWT.
- 2.5 No reductions or re-imburements can be made in respect of late arrivals, early departures or absences during all or any part of the course.

3. Cancellation:

- 3.1 If it is necessary for you to cancel your booking, please inform AWT by telephone and by email/in writing as soon as possible. Cancellation is effective from the date your email/letter is received at our offices:
 - For courses all payment received is non refundable regardless of the time of cancellation. AWT may be able to transfer your booking to an alternative date at their discretion or may be able to refund your place minus administration fee if your place is filled by another booking.
 - It is recommended that travel and cancellation insurance is obtained as would be standard for any trip, course or holiday.
- 3.2 AWT reserves the right to cancel the course if the minimum participant number is not reached. Participants will be alerted as soon as possible prior to course commencement if the course has not reached its minimum numbers and must be cancelled. All payment will be refunded in full in this circumstance, or an alternative date offered.

4. Change of Programme:

- 4.1 In the interests of Health and Safety it may, on occasions, be unavoidable to cancel or modify programmes of activities/studies due to adverse weather conditions or unforeseen unavailability of staff. AWT staff will endeavour to offer a suitable alternative.

5. External Tutors:

- 5.1 AWT work with a range of external tutors who are experts in their field. Whilst every measure is taken to ensure the course is as successful as possible AWT is not responsible for any issues arising directly from the teaching. If there is a grievance please approach AWT or as soon as possible to report your complaint.
- 5.2 AWT reserves the right to send home or make alternative arrangements for any persons involved in illegal or inappropriate behaviour whilst at AWT locations.

6. Guests with disabilities:

6.1 AWT welcomes guests of all abilities. Disabled guests should be able to manage independently or be accompanied by a friend, relative, carer etc on the same course, who is able to assist them. Please inform AWT of any special needs during the enquiry and booking process to ensure all equipment and rooms are available.

7. Liability:

7.1 AWT will not be liable or responsible for any loss, damage or inconvenience of any type or kind.

7.2 AWT will not be liable against any loss or damage to the property of the client by any other person attending the course, or to any property belonging to third parties.

8. Law:

8.1 These conditions and the contract of which they form a part shall be governed by English Law and the parties to the contract hereby submit to the exclusive jurisdiction of the Courts of England.

9. Force Majeure:

9.1 AWT shall not be liable for any breach of its obligations under this agreement resulting from causes beyond its reasonable control including but not limited to fires, strikes, riots, embargos, inability to obtain supplies, or regulations of a civil or military authority.

Whole Agreement:

10.1 This whole agreement contains the entire understanding of the parties and supersedes all prior written or verbal agreements or representations. No variation will be binding unless in writing and signed by an authorised representative of AWT.