



## **CONDITIONS OF BOOKING**

### **1. Availability of Courses**

Booking is open to all applicants for all courses in the main course programme. Applications are dealt with in order of receipt. For all bookings each applicant must complete an individual form. All bookings are subject to the 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. All formal requests for places at the school are to be made by postal or online application. A booking can only be confirmed on receipt of the applicable deposit or fee.

Your place will be confirmed in writing or by email. 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. All applicants are responsible for supplying correct information.

Confirmation of your place at the school will be made in the form of an invoice for your outstanding balance following receipt of your deposit. This will contain details of courses, tutors, dietary requirements, and level of accommodation and will be delivered either by post or email.

### **3. Payment**

The full balance is due four weeks before the start of the course. If the balance has not been settled two weeks before the course 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 student will be subject to a £5 administration fee.

We accept payment in the following ways:

- Payment by Cheque
- Internet banking
- Payment by Debit Card
- Payment by Credit Card

Please see our website for more information about these payment methods.

### **4. Time limits for Payment**

Balance due by date is clearly stated on the invoice.

### **5. Insurance**

Music for People (Summer School of Music) carries its own liability insurance. However, we do not insure applicants for cancellation of their place on the course. Please see the conditions below for our Cancellation Procedure. It is for the applicant to decide if they would like to take out their own Holiday Insurance to cover the period of the Summer School.

## **6. Cancellation procedure**

Any cancellation must be made by phone or email. If by phone, please confirm within 7 days in writing or by email to [admin@m4p.org.uk](mailto:admin@m4p.org.uk) and penalties for late cancellation are as follows:

- If the non-refundable deposit has already been paid, this is non-refundable in any case of cancellation.
- Cancellation 29 days or more prior to the start date of the School – all except the non-refundable deposit will be repaid
- Cancellation between 28 days and 15 days prior to the start date of the School – 50% of the total fee due will be repaid.
- Cancellation 14 days or less prior to the start date of the School – no refund will be payable.

## **7. 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 course sessions or meals.

## **8. Bedrooms**

Rooms are allocated in order of receipt. Priority is given to people with special requirements. Please make any special requirements clear to M4P when completing your Summer School application form.

PLEASE NOTE that if you have paid the rate for a guaranteed single room, you will be guaranteed a single room. It is possible that others may be allocated a single room, however they will have the expectation and possibility of sharing the room with another person.

## **9. Special Requirements**

Please inform us of any special dietary, physical or medical requirements you have at the time of booking. If you wish to be allocated a room with facilities specially designed for those with access difficulties, please indicate that on your booking form. Please note that these facilities are limited. Also please note that Giggleswick School is built on the side of a hill.

Please note that M4P is unable to provide mobility aids. If you are bringing a mobility aid, please let us know on the application form so that we can let Giggleswick School know.

We cater for any special dietary needs such as Vegetarian, Vegan, Gluten-free. Please ensure that you notify us in advance on the application form so that we may inform the catering staff.

## **10. Music for People (Summer School of Music):**

- Accepts no responsibility for loss, damage or theft of instruments or personal belongings. It is your responsibility to insure your belongings if you wish.
- 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.
- Reserves the right to cancel any course. In this event we would hope to give you as much notice as possible and we will discuss alternative courses with you. If you feel you do not wish to attend the School because we cannot offer you any suitable course and hence you would not wish to attend, we shall fully refund your fee.
- Reserves the right to vary courses without notice.
- Reserves the right to refuse any application for a student without giving a reason.

- Cannot accept children under the age of eighteen on any of our courses unless accompanied by an adult. Whether that adult is a non-participant or a participant, the charges as stated on the brochure apply.
- Takes no responsibility for printing errors. Every effort will be made to ensure that all details are correct at time of going to print.
- Takes no responsibility for the quality of services or products from advertisers and vendors. Inclusion in the course programme or presence during the school is not a recommendation.
- Is not responsible for items reported lost that cannot be found. The postage charge will be made for return of lost property after your departure. Items can be held for a maximum of 1 month unless agreed in advance.

## **11. Complaints**

In the unlikely event of a complaint please speak at the time to any member of the Summer School Committee 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 Hon. Organiser at our registered address.

Music for People (Summer School of Music)

Ty Cerdd

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