

Adult Courses Terms & Conditions

Booking & Payments Booking is essential for all HIWWT adult courses, you can book online through HIWWT.org.uk website, telephone on 01489 774406 or email courses@hiwwt.org.uk Payments must be made in full before the course starts. Places on courses are not confirmed until full payment is received. Course bookings may not be sold to 3rd parties.

All proceeds from our adult courses support our wider HIWWT work.

Refunds

Cancellation by HIWWT HIWWT reserves the right to cancel a course if minimum enrolments are not achieved even after payment has been received in full. If this happens HIWWT will offer a transfer to another course of the same value or as part payment or a full refund. All reasonable efforts will be made to contact the learners enrolled on the cancelled course by email or telephone. If HIWWT are unable to contact a learner about a cancellation for any reason, HIWWT are not liable for any additional costs or expenses incurred.

Cancellations within 2 weeks of course start – Cancellations by the learner within 2 weeks of the course start HIWWT will be unable to provide a refund, although we may offer a transfer to another course at our discretion.

Cancellations more than 2 weeks before the course start – Cancellations by the learner will be subject to a £10 administration fee which will be deducted from any refundable amounts.

Absence No full or part refunds will be made for absence, late arrival or early departure from any part of the course.

Course Transfers Should a learner request or accept a transfer to another course and then cancel no refund can be given.

Amendments HIWWT reserves the right to amend the terms and conditions of a course at any time and to take appropriate action, including the cancellation of a course or individual booking, if, in its opinion, it deems such action necessary. HIWWT course programmes are subject to amendments. HIWWT reserves the right to alter course programmes or engage alternative tutors if and as circumstances dictate. Any increase in course price will not take place within the 28 days prior to the course start.

Physical Fitness Due to the nature of some HIWWT courses a satisfactory level of health is essential. Anyone who has not disclosed a health problem, which makes it impossible or inadvisable to take part in the course, may be asked by the tutor to leave. Any fee refunded in such case will be at the discretion of HIWWT. Learners with disabilities are very welcome to attend courses and HIWWT will make reasonable attempts to include all learners where ever possible. HIWWT sometimes run courses that may be difficult for some people with certain disabilities, if you are concerned about the suitability of the courses and have specific requirements please contact courses on 01489 774406 or email courses@hiwwt.org.uk prior to booking.

Dogs and pets HIWWT welcomes Guide Dogs on courses. Dogs and other pets are not allowed on HIWWT courses even at venues that allow dogs or pets.

Disputes Should any dispute arise, HIWWT decision is final.

Data Protection HIWWT will keep your details on an entirely confidential database which will not be shared with any third party. This information will be used to keep you informed of the Trust's activities and to send you information about the course.

Insurance, liability and code of conduct HIWWT cannot take responsibility for loss or damage to any learner's personal belongings or vehicles or injury, damage or loss while travelling to and from the course. Learners agree to follow the tutor's safety instructions at all times and have a legal responsibility to take all reasonable precautions to maintain their own safety and not to endanger other members of the group. Learners failing to adhere to the Health and Safety instructions of the tutor will be asked to leave the course and no refund will be given in this instance. HIWWT is not responsible for any costs, damage or expenses incurred due to adverse weather conditions, industrial dispute or any other cause beyond the control of HIWWT