

# ANGLIA LEISURE LEARNING LIMITED RESIDENTIAL WEEKEND AND DAY COURSES BOOKING TERMS AND CONDITIONS

These courses are run by Anglia Leisure Learning Ltd of 4 Bradfield Hall, Bradfield Combust, Bury St Edmunds, IP30 0LU. Company No 8638682. Email: [info@anglialeisurelearning.co.uk](mailto:info@anglialeisurelearning.co.uk). T: 020 7834 1066.

## BOOKING FORM CONTRACT AND DEPOSIT

Completion of the course booking form, duly signed with acceptance of our terms and conditions, and its return with your deposit, form your contract with Anglia Leisure Learning Limited. Bookings must normally be made at least six weeks before a course starts. All bookings are acknowledged.

### WHAT IS INCLUDED?

Your course fees as a residential student on a weekend course include full board and lodging, 13 hours tuition, access to the course (syndicate) room and on site facilities as listed in the venue flyer, and meals and refreshments from your arrival until departure. If your course starts Friday evening, you will have Friday dinner, Saturday breakfast, lunch and dinner, morning and afternoon tea/coffee, Sunday breakfast, lunch, morning and afternoon tea/coffee. If your course starts Saturday morning, you will have Saturday lunch and dinner, morning and afternoon tea/coffee, Sunday breakfast, lunch, morning and afternoon tea/coffee. Water is served with meals. Fees for one day courses include tuition, access to the course room, lunch and morning and afternoon refreshments.

### WHAT IS NOT INCLUDED?

Travel to and from the venue, alcoholic or other beverages, any additional venue services, such as room upgrade, room service, beauty or spa treatments. If you order anything not included in your course fees, you are responsible for settling your account with the venue before departure.

### PORTABLE APPLIANCE TESTING (PAT)

Any electrical items you bring should be electrically safe. The easiest way to demonstrate this is to have a current PAT certificate (portable appliance test) for items more than one year old. You may be asked to show the PAT certificate, or the purchase receipt for new items. At the tutor and/or venue's discretion, they may request you do not use electrical items on your course that do not have a current PAT certificate and are older than one year. This is for everyone's safety.

### PUBLICITY

As participants in Anglia Leisure courses, you may be filmed, photographed and/or sound recorded for publicity purposes and your picture may appear in print or on line. If you do not wish this to happen please let us know in writing when you book.

### INSURANCE

Anglia Leisure Learning Limited holds public liability insurance. However outside the terms of that policy, we have no liability to you for any death or personal injury however caused to you or any member of your party. We recommend that you check your own insurance and if appropriate take out insurance in respect of travel, personal property, public liability, any damage caused to you or by you (whether accidental or malicious) illness and/or cancellation due to unforeseen circumstances. We are unable to make any refunds apart from those listed below under the Cancellation clause. You should take all necessary steps to safeguard your personal property as Anglia Leisure Learning Ltd cannot be held responsible for any loss or damage to property howsoever caused.

## CANCELLATION

If you cancel your booking, this must be in writing. You have the right to cancel and receive a full refund within 14 days of booking. If you cancel within four weeks of the course start date, the following refunds will apply:

Failure to turn up to course	no refund
1-6 days before start date	5% refund
7-14 days before start date	10% refund
15-28 days before start date	20% refund

If you cancel in writing with more than 28 days notice, your deposit will be deducted from your course fees and the remaining sum will be returned to you. If you are unable to come on a course because of illness or bereavement, you may transfer the booking to another course or student provided that you advise us in writing at least 28 days before the course is due to run and that any replacement student completes an application form and accepts the terms and conditions of booking.

### DATA PROTECTION

Anglia Leisure Learning holds a Data Protection licence. We hold and use your personal information in accordance with the Data Protection Act 1998 and we also comply with the General Data Protection Regulation 2018. We will never share your details with external agents other than basic information required by our team, the venues and tutors.

### PRIVACY POLICY

Any contact or booking with or purchase from Anglia Leisure Learning by any means is subject to the Privacy Policy that appears on the website [www.anglialeisurelearning.co.uk](http://www.anglialeisurelearning.co.uk) and acceptance of these Booking Terms and Conditions includes acceptance of the Privacy Policy.

### VARIATION OF EVENT OR TERMS

It may occasionally be necessary for us to change the venue for a course, in which case we will advise you in writing of any venue change, but such changes do not give you the right to cancel your booking provided that the new venue is reasonably close to and of a similar standard to the original venue. In the unlikely case that we have to change the date of a course, you may request a full fee refund if the new dates are not convenient. If the venue changes its charges we reserve the right to pass these on. If the required minimum number of students is not reached, we cannot guarantee that the course will run. If we cancel a course, you can request a full fee refund or transfer your fees to another course. If you are buying travel tickets, materials for the course or incurring any other related expenses, we strongly recommend that you check with us (email: [info@anglialeisurelearning.co.uk](mailto:info@anglialeisurelearning.co.uk) or phone 020 7834 1066) two weeks before the course date to confirm the course is running before incurring expenses which cannot be reimbursed.

### MONEY BACK GUARANTEE

Anglia Leisure Learning offers a 100% money back guarantee on all courses. If you are not satisfied for any reason, or have a complaint, please advise us as soon as possible. It is our responsibility to handle any complaints, rather than the venue or tutor. In order to qualify for a full refund, you must let us know why you are unhappy before the conclusion of your course. We reserve the right to change the terms of this guarantee if circumstances beyond our control make this necessary.