

## **RIVER WRITING – CANCELLATIONS, REFUNDS AND OTHER TERMS**

### **Course fees**

These are payable online in advance. There is no VAT element included as we are not VAT registered. We can issue invoices if required but do not do this as a matter of course. All payments are in UK pounds sterling.

### **Cancellations by you and refunds**

Before booking a workshop, please make sure you are able to attend and that the workshop is suitable for you.

Please let us know as soon as possible if you need to cancel your booking by calling 07710 171704 or emailing [riverwritingmarlow@gmail.com](mailto:riverwritingmarlow@gmail.com).

Refunds are issued at the discretion of the company.

Refunds for our one-day workshops will be issued, subject to an admin charge of £10, up to 14 days before an event. After that time, no refunds will be issued. This does not affect your statutory rights; however, all cancellation rights end when you begin the workshop.

If you have to cancel because of an emergency, we will always consider the individual circumstances in reaching a decision about a refund.

We reserve the right to decline a booking on a workshop for any reason ahead of it starting and we will promptly refund the course fee.

By signing up for a workshop, you are declaring that you are over 18 years old.

You must make sure that the personal information you give us as part of your booking is complete and accurate, particularly your email address, so that you can be sure to receive confirmation and any advance workshop information we may send out. If your email information is incorrect, we would have difficulty letting you know about changes to the workshop and we aren't liable if this were to be the case.

### **Cancellation by us and refunds**

River Writing reserves the right to cancel any workshop where insufficient numbers have signed up for it to be viable to run. In the unlikely event of this happening, a suitable alternative date will be arranged or a full refund for that workshop given or you will have the option of being transferred to another workshop. We would give you as much notice as possible of any cancellation.

### **Travel insurance**

If you or we have to cancel a workshop, we are only liable for the workshop fee, where the terms apply. In those circumstances, if you have pre-booked hotels or travel which you cannot cancel, we are not liable to reimburse those, even if the workshop cancellation is by us. We strongly advise you to take out appropriate insurance for this eventuality.

### **Changes to the programme**

River Writing reserves the right to make changes to the programme and the workshop leaders scheduled to deliver them. As we plan workshops in advance, changes may occur and workshop

leaders may become unavailable. If there are material changes to any course, we will let you know at the earliest opportunity.

### **Participating in a workshop**

You will be expected to treat others in the workshop – tutors and fellow participants – supportively, considerately and with respect. Criticism is an important aspect of feedback but it should always be given carefully and constructively.

### **GDPR and security**

We will collect and process the following data about you (by form, phone, email or in person): your name, address, e-mail address and phone number. You may provide additional information to us at your own discretion. We use the information we collect about you to provide you with the services you have bought from us, to send you details of similar workshops and to tell you about changes to services. We also use it to administer workshops and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes, without ever individually identifying you.

We will never sell your personal data to a third party. By signing up to one of our workshops, you give us permission to use your email address to send you information about further courses, but you may ask us to stop doing that at any time.

We use Wix Bookings software on our website and their payment partners are Paypal and Stripe. However, the security of any payments transmitted and processed via the Internet cannot be guaranteed. Also, any losses incurred or sustained by you as a result of transmitting information by means of email or other internet link will be borne solely and exclusively by you.

### **Third-party websites**

Some third-party links are included on this site. It doesn't mean we endorse them and we accept no responsibility for such third party content, services and sites.

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These terms of use may be revised at any time by changes to this page.

These terms will be governed by and interpreted in accordance with English law and we both consent to the exclusive jurisdiction of the English courts.