

Booking form for SuperHEROCode retreats

Before completing this form please read our Terms & Conditions below.

Reservation from: To:

First Guest

Surname :Title.....

Forenames :

Address :

.....

.....

Post Code :

Country :

Tel No. Day :

Evening :

E-mail Address.....

Second Guest

Surname :Title.....

Forenames :

Address :

.....

.....

Post Code :

Tel No. Day :

Evening :

E-mail Address.....

A non-refundable booking deposit of 50% £..... of the total sum is due immediately to confirm booking.

RETREAT BALANCE DUE (50%) £..... (Payable 8 weeks before arrival by bank Transfer)

I, THE CLIENT, HAVE READ, UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS

Signature : (First guest) Date :

Signature : (Second guest) Date :

Please pay deposits and balances by Internet Bank Transfer (Cheques are not accepted) to:

SUSAN ANTHONY. Account No: 14043299. Sort Code: 089249. THE COOPERATIVE BANK.

Dr Susie Anthony The Well House, Wells Rd, Draycott, Somerset BS273ST

Tel: 07973111552 Email: Susie@superherocode.co.uk

SuperHEROCode Retreats Terms & Conditions

RESERVATIONS & PAYMENT

Reservations may be agreed by email, telephone/fax or post.

To confirm a reservation, the Client should complete and sign the booking form and return it together with payment of the initial non-refundable deposit (50% of the total sum due). Following receipt of the booking form and deposit, the Organiser will send a confirmation statement/receipt. This is the formal acceptance of the booking. Reservations will be held open for seven days to allow for receipt of the completed booking form and deposit.

The balance of the total retreat charge (100% of the total sum due) is USUALLY payable NOT LESS THAN EIGHT WEEKS before the Retreat start date (but in this kick off retreat exceptions have been made to this rule). If payment is not received by the due date, the Organiser reserves the right to give notice in writing that the reservation is cancelled. The Client will remain liable to pay the balance of the Retreat charge unless the Organiser is able to sell the place.

As the majority of the Organiser's business is with U.K. clients, prices are shown in GB Pounds. Payment can be made by bank transfer, details are on our Booking Form.

By sending a payment to the Organiser, the Client is indicating that they have read and accepted in full, these terms and conditions.

CANCELLATIONS & REFUNDS

Any Client cancelling a booking must do so in writing and the following charges will apply, being calculated from the date of receipt by the Organiser of the written cancellation:

- Up to 8 weeks prior to the start date of Retreat - loss of deposit.
- Less than 4 weeks prior to the start date of Retreat - 100% of retreat cost.

Refunds over and above this are at the discretion of the Organiser, e.g. in the event that the Retreat place is successfully re-sold. If we are able to re-sell, any refund will be less an administration fee of £250.00.

INSURANCE

The use of the accommodation, grounds, equipment or other amenities is entirely at the Client's own risk and the Organiser accepts no responsibility for any injury, loss or damage to guests personally, their belongings or vehicles. Clients are strongly advised to arrange a comprehensive travel insurance policy that provides cover for holiday cancellation, loss/damage to personal belongings, vehicle breakdown/recovery and public liability etc.

Clients are reminded to bring form E111 (healthcare cover) and to check that their passport is in date.

RETREAT PERIODS

Retreat periods begin and end on a Saturday unless otherwise advised by the Organiser. The Retreat period shall commence from 16.00 on the date of arrival and shall finish at 10.00 (am) on the date of departure.

This ensures adequate preparation time prior to each Client arrival. The Organiser shall not be obliged to offer the accommodation before the commencement time stated and the Client shall not be entitled to remain in occupation after the departure time stated.

FACILITIES

The Organiser requests that Clients do not use their own bleach products or antibacterial cleaners within the property, as they can detrimentally affect the efficiency of the waste system. Such items and other essentials are provided for Client use, within the property. Washing machines are available, along with tumble dryers.

CONSIDERATION

The Client agrees to be a considerate guest, take good care of the property and to leave it in the same clean and tidy condition at the end of the Retreat period. The Client also agrees not to act in any way that would cause disturbance to those residents in neighbouring properties.

Clients are must not to smoke inside the property and the Organiser expresses her appreciation for co-operation with this request.

BREAKAGES/BREAKDOWNS

The Client shall report to the Organiser without delay any defects within the property or breakdown of equipment, machinery or appliances within the property or in the garden/patio areas.

Arrangements for the repair and/or replacement will be made as soon as possible.
The Organiser shall not be liable to the Client for:

- a) any temporary defect or stoppage in the supply of public services to the property, nor in respect of any equipment, plant, machinery or appliance in the property or garden
- b) any loss, damage or injury that is the result of adverse weather conditions, flood, riot, war, strikes or other matters beyond the control of the Organiser.
- c) any loss, damage or inconvenience caused to or suffered by the Client, if the property shall be destroyed or substantially damaged before the start of the rental period and in any such event the Organiser shall, within 14 days of notification to the Client, refund to the Client all sums previously paid in respect of the Retreat period.
- d) Under no circumstances shall the Organiser's liability to the Client exceed the amount paid to the Organiser for the Retreat period.