

THE CENTRE WILL ACCEPT BOOKINGS IN ACCORDANCE WITH THE TERMS & CONDITIONS SPECIFIED BELOW

N.B. STUDENTS MUST MAKE THEIR OWN ARRANGEMENTS IN RESPECT OF INSURING FOR CANCELLATION

Please note that each booking constitutes a legally-binding contract whereby you make a commitment to the Centre which must be honoured by you.

1 DEPOSITS

- (a) A deposit of £50 per person (which amount may be subject to change from time to time) is required to confirm each booking.
- (b) Deposits are not refundable/returnable.

2 TRANSFERS OF DEPOSITS

- (a) These will only be allowed up to six weeks prior to the commencement of the Course for which they have been paid and are subject to availability of places on the Course to which a transfer is requested. Transfers cannot be carried forward for more than three months, unless extenuating circumstances apply.
- (b) An administration charge of £15 per person (which amount may be subject to change from time to time) will be payable at the time of transfer. Only one transfer is permitted.
- (c) Transfers cannot be made in respect of any other Courses run at the centre by organisations other than the College itself.

3 COURSE CHARGES

- (a) Course charges **MUST** be paid **IN FULL** at least 30 DAYS before the date each Course begins (or upon booking if within 30 days of commencement of a Course). If full payment has not been received at the expiration of 15 days from the commencement of this 30 day period (i.e. within 15 days of the Course start date), the booking will be deemed cancelled. If you have not paid in accordance with this provision please check with Reception before commencing your journey in order to verify whether or not accommodation and Course place(s) may still be available for you. It is your obligation to ensure that you comply with this requirement, not the duty of the College to issue reminders.
- (b) Overseas students may pay directly into the College bank account **QUOTING THEIR INITIAL DEPOSIT RECEIPT NUMBER**, and separately advising us that payment has thus been made. However, this may incur additional bank charges, which will be payable by you to the Centre on arrival. The Bank Account details are:- Account No: 10000595 Sort Code: 16-14-16 The SNU Trust for the College, Royal Bank of Scotland, Bournemouth Branch, 49/51 Old Christchurch Road, Bournemouth, Dorset BH1 1EG, UK. *Overseas Students - If you require further information, please contact reception.*
- (c) Payment may be made by cash, cheque, or (for payments of £25 or more) credit, debit or charge card (VISA, MASTERCARD OR DEBIT CARD). If paying by credit, debit or charge card, please quote the card type, card number, expiry date and security code (last 3 digits on back of card). Please note that you will incur a transaction fee of up to £4.00 (per transaction).
- (d) Where a deposit has been paid by credit, debit or charge card, the balance due will be debited to that same card 30 days before the Course commencement date without further reference to the cardholder, provided the card is still valid. Please note that the College does not accept Euros.
- (e) Course charges at the time of printing are incorporated in the publicity material and on the website. These charges (and any promotional offers) are subject to change and at the discretion of the Centre; bookings are accepted on the understanding that the Tariff will be that ruling at the time of booking.
- (f) VAT will be charged where appropriate at the current rate.

4 CANCELLATION

- (a) In the event of cancellation (other than by the Centre) of any booking, the Centre will make the following cancellation charges:-

Number of days before Course starts: Cancellation Charge:

More than 30 days Deposit only

21 to 30 days 50% of total price

11 to 20 days 75% of total price

10 days or less 100% of total price

- (b) The Centre reserves the right to refuse or cancel a booking without explanation and to refund any deposit or other payment made.

- (c) Courses with less than 10 students may be cancelled.

5 DIETARY ARRANGEMENTS

The charges include the provision of standard or vegetarian meals only. Please check with the Centre if you have specific dietary requirements.

6 SMOKING

Please note that all parts of the Centre are strictly 'no smoking' areas.

7 DISCLAIMERS

- (a) The Centre accepts no responsibility or liability whatsoever for visitors' money, clothing, documents, valuables or other items or belongings. Cars parked in the car park are at the owner's own risk.
- (b) Subject to errors and omissions, the Tutors and Course Organisers listed are correct at the time of printing. However, these may be subject to change if necessary without notice, for which the Centre cannot be held responsible or liable.
- (c) The opinions expressed by individual Tutors, at the Centre are not necessarily representative of Centre policy nor of views held by the Centre itself.
- (d) Certificates issued by outside bodies are not recognised by the Centre.

8 PRIVATE SITTINGS

Please note that if you are dissatisfied with your sitting you must tell the Medium so at the time. The Medium will then escort you to Reception for a refund. Later complaints cannot be accepted.

9 OTHER TERMS, CONDITIONS AND NOTICES

- (a) The Centre operates a zero tolerance policy in respect of physical or verbal abuse towards students, staff, tutors and the building.
- (b) No private sittings, circles, seances, demonstrations, groups, workshops, talks, lectures, healing, complementary therapies or similar activities are allowed to take place within the Centre or its precincts unless under the direct control and supervision of one or more of the Tutors working on the Course.
- (c) No cameras or other filming or video/audio recording equipment are to be used in the Centre or its precincts, without prior permission in writing from the General Manager. The content of all audio and visual recordings remains the copyright of the Centre and may not be used for public or commercial purposes. Any public use, whether or not for gain, will constitute a breach of the Copyright Laws.
- (d) No person is allowed to promote, advertise, offer or sell goods or services in the Centre or its precincts.
- (e) We regret that visitors' pets cannot be permitted.
- (f) We regret that caravans and tents used for sleeping purposes cannot be permitted in the Centre grounds.
- (g) The Manager has the right to refuse admission to the Centre or any part of it, at any time, or to require any person to leave any part of the Centre or the Centre grounds, at any time, without having to give a reason why.

Students exhibiting unacceptable behaviour will be asked to vacate the college premises by the Centre Manager and/or the Course Organiser.

Visitors to the Centre must report to reception at all times.

- (h) Allocation of the student to the group is the responsibility of the Course Organiser.

10 CUSTOMER SERVICE GUARANTEE

Providing a high level of customer service satisfaction is the main ethos at the Centre and we endeavour to provide a quality service to all our clients. However, we do recognise that from time to time issues can arise which may leave you feeling dissatisfied with the level of service you have received. Under these circumstances, we ask that you put your complaint in writing and send it to the Centre Management Committee Secretary, Arthur Findlay Centre, 96A Stone Road, Stafford ST16 2RS. Your complaint will be dealt with either by the AF Centre Committee or the SNU Arbitration Committee, whichever is appropriate. Rest assured that all complaints will be acknowledged and dealt with at our earliest opportunity.

Please be assured that any concerns will be treated with due consideration and confidentiality as swiftly as possible.

11 CLASS B MEMBERSHIP

For information on how to apply for Class B Membership of the Spiritualists' National Union, please write to the following address (enclosing a stamped, addressed envelope): The Spiritualists' National Union, Redwoods, Stansted Hall, Stansted, Essex CM24 8UD. Tel No 0845 4580768 or look on the website.

12 DISABLED ACCESS

There is disabled access throughout the building. If you require particular disabled facilities please check with us before making the booking. We accept your reservation on the basis that you have informed us in writing about any disability you have, as well as other conditions such as allergies, epilepsy, asthma and diabetes, or any reason that could make it unwise for you to attend the Centre. It is essential that you provide full information on these aspects at the time of making your reservation.

13 YOUNG PERSONS

- (a) Young Persons under 16 years of age are not permitted on any Course (or under 18 years of age on Courses involving trance or altered states of consciousness) unless the Course has been specifically designed or is considered suitable for them.
- (b) Any young person under the age of 16 attending the Centre must be accompanied, looked after and controlled by a parent or guardian at all times. The Centre cannot accept any responsibility or liability for their safety and welfare.

14 ACCREDITATION

The Centre does not provide any form of Accreditation in respect of students attending any of its Courses.