

# Geofieldwork Ltd

[www.geofieldworkltd.com](http://www.geofieldworkltd.com)

07496 737066

Companies house number 11239894

## Booking terms and conditions

Before making a reservation, please check that the course / location you have chosen is entirely suitable for ALL members of your party. We are happy to answer any questions regarding the suitability of the course / location for your party.

Geofieldwork Ltd aims to provide a safe and enjoyable learning environment for all visitors/ course participants. However, parties containing young or vulnerable people require special consideration in order to ensure their safety.

Risk assessments have been carried out for all available activities. All parties must agree to the following terms prior to the course taking place:

### **I agree that:**

- We will supervise our group throughout the duration of the course in order to ensure everyone's enjoyment, safety and to make the best use of the learning opportunities afforded. We accept that members of Geofieldwork Ltd are responsible for the delivery of the course and not for supervising the behaviour of our group. Visiting staff act in loco parentis at all times, and therefore are responsible for the behaviour and wellbeing of their students. This includes ensuring that all health and safety procedures are followed, to have a designated first aider with them and to ensure that all medicines and medical, contact and consent information are with the group at all times.
- Geofieldwork Ltd reserves the right to terminate activities if there is deemed to be inadequate supervision or poor discipline.
- A qualified teacher/lecturer/youth leader will accompany the group and there will be at least one responsible adult per 10 pupils or part thereof. Geofieldwork Ltd staff cannot be counted towards this ratio.
- Booking form including names and ages of all course applicants must be received before arrival.
- All teachers and responsible adults will be conversant and compliant with requirements identified within our risk assessment documents and heed safety advice given on site.
- We do not hold Geofieldwork Ltd responsible for any loss or damage which we or any member of our party may suffer. This undertaking shall not extend to negligence on the part of Geofieldwork Ltd.
- We agree to the charges and payment terms as detailed below, including the charges arising from cancelled visits or following non-attendance.

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## **Insurance:**

We recommend you take out trip insurance. The client is liable for any loss or damage to Geofieldwork Ltd equipment and / or property, vehicles, buildings or land which have been hired or used for purposes of residential accommodation, transport and field studies caused by any member of their group. No liability can be accepted by Geofieldwork Ltd for any damage or loss of personal property. All participants or groups should ensure that they have adequate insurance cover in place either under their own household or school / company policy to provide cover for personal liability and possessions.

## **Damage and loss of Geofieldwork Ltd equipment and property:**

The group leader shall agree to pay for any losses or damage (excluding reasonable wear and tear), unless the costs can be fully recovered under Geofieldwork Ltd's insurance policy. The loss of specialist equipment by students must be paid for at replacement cost. It is the responsibility of the group leader to ensure that all members of the party take good and reasonable care of the property and leave all equipment in a clean and tidy condition

## **Media:**

We may take photographs / videos of your group while they are with us. These will only be used by Geofieldwork Ltd for our website, social media and other promotional publicity. Please let us know if anyone in the group cannot be photographed and also advise us if you do not wish your group's name to feature in our updates.

## **Special requirements, disabilities and behaviour:**

It is the responsibility of all visiting groups to inform Geofieldwork Ltd at least two weeks prior to your visit of any medical conditions or dietary requirements that relate to the group, including staff. We cannot be held responsible if we have not been informed in advance of such requirements.

## **Payment conditions and invoices:**

### **Deposit / final balance:**

On receipt of your completed booking form we will send you an invoice for a deposit equivalent to 25% of the total cost of the course.

Your payment of this deposit, within 2 weeks of the date of our invoice, is required to secure your reserved dates.

Non-payment of the deposit within two weeks of our invoice may result in your dates being re-allocated to other customers.

Please note that the deposit is not an extra cost on your course and it will be shown as a deduction on the final sales invoice. However, should you decide to cancel your course, the deposit will be forfeited and other penalties may also apply.

The final balance will be issued one month prior to your arrival. Payment is due within 14 days of the invoice date.

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## **Changes to numbers of course participants:**

You are requested to confirm final course number one month before your arrival date. After this date we cannot reduce the final balance for any drop in numbers attending the course. Providing we have space numbers can be increased at any time and charged accordingly.

## **Financial penalties for cancellation of bookings:**

Please inform Geofieldwork Ltd in writing if you wish to cancel your booking. Please also keep our office updated regularly on your student numbers (Geofieldwork Ltd reserves the right to charge a penalty (25% of course fee) for each lost place.

If the whole booking is cancelled, on receipt of the written cancellation we will endeavour to offer the course elsewhere. If Geofieldwork Ltd succeeds in filling the course a refund of the course cost will be made less the non-refundable deposit and an administration fee of £50. Otherwise a cancellation charge will be payable. This will be based on the number of days before the course start date that the cancellation is received by Geofieldwork Ltd in writing or by email.

Cancellation charges are as follows

0-13 days -100%,

14 - 27 days - 50%

28 days to 2 months 25%

Over 2 months notice - no cancellation charge

## **Cancellation of the course by Geofieldwork Ltd:**

Should the case arise that the course, for reasons beyond our control, is not available after booking has taken place, all charges paid in full by the course applicant will be returned in full. The course applicant will have no further claim on the agent.

## **Changing a booking:**

A change of course requirements after the deposit is received constitutes a cancellation. If you need to change the date(s), we will endeavour to do so subject to availability and at an administration charge of £50.

## **Change of programme:**

In the interests of health and safety it may, on occasions, be unavoidable to cancel or modify programmes and timings of activities/studies due to adverse/inclement weather conditions, poor tides, changes to group size etc. Appropriate alternative activities will be offered.

## **Complaints and Losses:**

If you have a complaint about any aspect of the service offered by Geofieldwork Ltd please put it in writing to Barry Cullimore at the above address or speak to him personally. All complaints will be acted upon immediately.