



**1 BOOKINGS:** Full payment of the balance is to be made 12 weeks prior to the retreat start date. There is no contract between Angus Ford-Robertson (or Angus Media Ltd) and the client until the deposit has been paid, or full payment has been completed 12-weeks prior to the retreat start date.

**2 CANCELLATION POLICY:** While we always try to treat cancellation sympathetically, **deposits are always non-refundable**, and we reserve the right to keep any balance received in the eight weeks up to the start date of the retreat.

- The Deposit is non-refundable, except in the unlikely event that the trip is cancelled by us - in which case the deposit will be returned in full.
- The Full Balance payment is due 12-weeks prior to the retreat start date.
- If the booking is cancelled by the client up to 8-weeks before the retreat start date, then 50% of the balance is refundable.
- If the booking is cancelled by the client under 8-weeks prior to the retreat start date, then no amount of the balance is refundable.

Travel insurance to cover cancellation costs is a condition of booking. Please see point 3 below.

**3 INSURANCE:** It is a condition of booking a retreat with us that all clients must have travel insurance to cover sickness, cancellation or curtailment. Please bring your insurance certificate with you to the retreat.

**4 CHANGES OR AMENDMENTS TO COURSE LEADER OR VENUE:** In the unlikely event that the teacher is unable to fulfil the retreat, due to illness or otherwise, we will find a replacement teacher. Wherever possible you will be advised in advance of any alterations. In the event of the schedule or amenities being altered or amended due to maintenance work, mechanical faults, weather conditions, sickness or other situations outside our control, Angus Ford-Robertson (or Angus Media Ltd) cannot be held responsible.

**5 LIABILITY:** We do NOT accept any liability for: Cancellations, delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations or other events beyond our control, participants' medical or psychiatric conditions which may develop during or subsequent to the holiday, loss of, or damage to, personal property of participants.

**6 HEALTH:** Non-disclosure of relevant health information, whether physical or psychiatric, can invalidate your travel insurance and cancel our contractual obligation to you. You should in any case inform your retreat organiser of any health issues prior to booking. Our holidays are not suitable if you cannot take responsibility for yourself either physically or emotionally.

**7 COMPLAINTS:** In the unfortunate event of a problem or a complaint, in the first instance the client should address it immediately to the responsible party whether that be the venue manager, the course leader or the Angus Media Ltd support team who will attempt to mediate and resolve it for you as soon as possible so as not to detract from the enjoyment of your holiday. Please note that Angus Ford-Robertson (or Angus Media Ltd) is renting the venue on your behalf with the owner of the facility. The ultimate responsibility for resolution for venue concerns is between the client and the venue. However, we will always assist you with justifiable complaints provided we are notified of problems at the time they arise.

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