



LADY ANNE'S NEEDLEWORK RETREATS

TERMS & CONDITIONS - Summary Page

All documents sent to prospective students and their companions under the heading Lady Anne's Needlework, whether attached to this document or not, form part of the Terms and Conditions for anyone booking a place on a Lady Anne's Needlework Retreat or Tour in 2018/19. **Your contract is with Phillipa Turnbull Events Ltd.**

What is included in the price?

- All tuition, talks and lectures
- All materials and instructions required for workshops
- Loan of all the necessary frames and equipment required for workshops
- All hotel accommodation for the stated duration of the tour and all coach travel
- Meals as stated in the timetable (some lunches are not included for practical reasons)
- All entry fees for castles, country houses, museums, and other special excursions
- Refreshments during workshops and lectures
- If you are arriving by plane, transfers by taxi or coach from and to the recommended airport (to and from our first and last hotel only)

What is not included in the price?

- Travel to and from the Retreat
- Personal expenditure at hotels, excursions and events, e.g. bar, laundry, telephone, IT, meal extras beyond anything that has already been arranged as part of the Retreat
- Additional tips and gratuities at your discretion

How to book

Reservations can be made by paying a non-refundable deposit (or the full amount immediately) for your chosen Retreat via our website www.crewelwork.com. Once your payment has been received we will ask you to complete a Booking Form and review our Terms & Conditions. Your booking will be confirmed once we receive your deposit and your booking form and we have issued a confirmation email to you. Payments will then be requested in installments and are required to be paid in full by 6 months prior to the Retreat. If the deposit and/or balance is not paid in time, we shall cancel your travel arrangements. If the balance is not paid in time we shall retain your deposit.

Installments will be required as follows:

Deposit on booking

50% to be received 1 year prior to departure date

100% to be received 6 months prior to departure date

In the case that your booking has been made after these dates we will require payment in full within 4 weeks of confirmation the booking

Payment Methods

Deposits may be paid via our website, which accepts credit/debit card or Paypal. We do not accept Paypal for payments other than the deposit. Installment payments from the UK may be made by UK cheque or bank transfer. Payments from a foreign currency may be paid by debit or credit card or by bank transfer (in our experience the best transfer service to use for foreign currency transfers is transferwise.com). Please opt to pay all sending and receiving fees.

Cancellations

You, or any member of your party, may cancel your travel arrangements at any time. Written notification from the person who made the booking or your travel agent must be received at our offices by email. Since we incur costs in cancelling your travel arrangements, refunds are applied as follows:

Less than 6 months before departure date - no refund

6 months to 1 year prior to departure date - 50% of price of holiday

More than 1 year prior to holiday - 100% refund (minus deposit)

Note: If the reason for your cancellation is covered under the terms of your insurance policy, you may be able to reclaim these charges. If, at any point, we are able to fill your place with someone from our waiting list, we will notify you of any refund that can be made. All refunds in this case are at the Organiser's discretion.

Your Health

It is important that you inform us of any health issues or food allergies, etc, at the time of booking. Wheelchair users should please note that, due to the historic focus of our Retreats, many of the venues are extremely old and do not have good accessibility. If you have mobility or health issues and are not sure to what extent these might affect your enjoyment of the vacation, please contact Louise Tarn at louise@crewelwork.com to discuss.

Travel Insurance

We are not able to advise on travel insurance and all students must seek and book their own insurance, in respect of, but not limited to, travel, cancellation, loss of payments made, personal effects, and assistance (including repatriation) in the event of accident or illness. etc. The importance of doing this at the earliest possible stage cannot be over-emphasised. Please send a copy of your insurance to the Organisers after payment of the first deposit.

Travel Arrangements

It is your responsibility to make all travel arrangements to and from the recommended airport at the beginning and end of the Retreat. Airport transfer is not included in the price of the Retreat but we can make these arrangements for you on request. Additional nights at our first and last hotel may be booked through us. Additional hotels, such as airport hotels, must be booked independently. For specific travel advice, please speak to Louise Tarn at louise@crewelwork.com.

Alterations to the programme

The Organisers reserve the right to make additions, alterations and/or substitutions, without notice, to the itinerary/tutors or any other part of the programme in the event of unforeseen circumstances, or to improve the retreat experience.



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This document should be read in conjunction with the 'Summary Page', which together with this document form the full Terms & Conditions of Lady Anne's Needlework Retreats by Phillipa Turnbull Events Ltd.

1. CONTRACT: Please read these booking conditions carefully as they, together with the specific information about your confirmed place, form the basis of your contract with Phillipa Turnbull Events Ltd. A contract will exist between you and Phillipa Turnbull Events Ltd once we issue your confirmation letter.

2. PRICES: We reserve the right to alter any of our advertised prices. Once your booking has been confirmed, your price will be fixed.

3. YOUR RESPONSIBILITY FOR YOUR BOOKING: When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of yourself (or your party, the terms of these booking conditions. This means that you are responsible for making all payments due, notifying us if any changes or cancellations are required and for receiving the confirmation and keeping your party informed, if applicable.

4. IF YOU WANT TO CHANGE YOUR BOOKING: After our confirmation has been issued, any requests for changes must be sent to us by email by the person who made the booking. We will send you a confirmation that we have received this information. We cannot guarantee that we will be able to accommodate your request but we will try to do so.

5. IF WE CHANGE OR CANCEL YOUR BOOKING: We reserve the right to change or cancel your booking. In the event of cancellation, we will pay you back any money paid to us up to the date of cancellation. If paid from any other currency than Sterling, then this money will be repaid to you at the exchange rate current at the time of repayment. However, we will not be responsible to pay any additional compensation following a change or a cancellation by us. Any amendment or cancellation fees you incur in terms of other arrangements you have made with other providers under separate contracts are not claimable from us. Note: If a change or cancellation occurs because of circumstances beyond our control, for example war, riot, industrial dispute, actual or threatened terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions, flood, epidemic or pandemic illness and all similar situations, we will have no liability to you. No compensation, costs, expenses or any other sums, including the cost of securing alternative accommodation will be paid by us. Please note, itineraries may be subject to change.

6. OUR RESPONSIBILITY FOR YOUR BOOKING:

The Organisers have used their best endeavours to ensure that all goods, services and facilities provided in respect of the Retreat have been supplied, delivered, arranged or otherwise made available by properly qualified companies, organisations and individuals.

Liability and Insurance

If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to you; or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with all due care, could not foresee or forestall. Our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your booking. Our liability will also be limited in accordance with and/or in an identical manner to

1. The contractual terms of the companies that provide the transportation for your travel arrangements. These terms are incorporated into this contract; and
2. Any relevant international convention, for example the Athens Convention in respect of travel by sea and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of any limitation of compensation contained in these or any conventions. You can ask for copies of the transport contractual terms, or the international conventions, from Phillipa Turnbull Events Ltd.

Your right to a refund and/or compensation from us is set out in clause 5. NB any compensation received from your travel insurance company relating to the same matter should be declared by you, at which point it will be deducted from the total compensation by us. In the event that the Organisers have to cancel the Retreat, their liability shall be limited to refunding all monies they have received up to the time of cancellation. The Organisers accept responsibility for the proper performance of the package holiday contract.

7. BEHAVIOUR: When you book a Retreat through us, you accept responsibility for the proper conduct of all members of your party during your stay. We reserve the right at any time to terminate the stay of any party member(s) whose behaviour is such, in the reasonable opinion of the service provider (accommodation or castle for example) or The Organiser, as to cause or to be likely to cause danger, upset or distress to anyone else or damage to property. Full cancellation charges will then apply and no refund will be given. Furthermore, we shall be under no obligation whatsoever to pay compensation or meet any costs or expenses (including but not limited to alternative accommodation) you may incur as a result of your stay being terminated. If you cause damage to the accommodation in which you are staying, you must fully reimburse the accommodation provider concerned for the cost of the damage before the end of your stay if the cost has been established by then or as soon as it has been established if later. You must also indemnify us for the full amount of any claim (including all legal costs) made against us by the accommodation provider or any third party as a result.

8. CHECK-IN AND CHECK-OUT: Check-in at the first hotel is normally after 3pm however you may usually leave your luggage with reception until you are able to enter your room. If you check-in after midnight, your accommodation has been reserved for you from the previous day and this counts as the first night of your stay. Check-out is normally at 10am.

9. COMPLAINTS: If you have a problem during your stay, please inform us immediately and we will endeavour to put things right. You should also try to find a solution whilst you are there. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to us at Phillipa Turnbull Events Ltd, Pembroke House, 1 Clifford Street, Appleby in Westmorland, CA16 6TS, UK giving all relevant information about the issue. Please keep your letter concise and to the point. This will assist us to identify your concerns quickly and speed up our response to you. If you fail to follow this procedure, we will have been deprived of the opportunity to investigate and rectify your complaint and this may affect your rights under this contract. Please bear in mind that we are only liable to compensate you in line with these booking conditions - in particular clause 6 above makes clear that our obligation is to choose the accommodation provider with reasonable skill and care. Any dispute or claim arising out of this contract that cannot be settled between us can be referred by you to ABTA's dispute resolution (see clause 11) or court. We agree that the courts of England and Wales have jurisdiction and English law applies (unless you live in Scotland or Northern Ireland, in which case you can bring proceedings in your local court under Scottish or Northern Irish law, as applicable.)

10. FINANCIAL PROTECTION: The monies you pay to us for your accommodation are protected by means of Financial Failure Insurance held with Zurich Insurers. This means that, if in the unlikely event of our insolvency your accommodation cannot be provided, you will receive your money back or, if your stay has started, arrangements will be made for you to be able to continue as planned. Workshops that do not include accommodation (Totally Crewel Work Workshop, for example) are not covered by this FFI insurance.

11. ABTA: We are a Member of ABTA, membership number **Y6352**. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to www.abta.com to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on www.abta.com. You can also access the European Commission Online Dispute (ODR) Resolution platform at <http://ec.europa.eu/consumers/odr/>. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.