



TERMS AND CONDITIONS OF BOOKING AND ATTENDANCE ON PHOTOGRAPHY COURSES AND WORKSHOPS (2018 VERSION)

- 'CPT' refers to Creative Photography Training
- 'The Customer' refers to the person making the booking: not the person attending the course
- The Term 'Individual Course' applies to individuals or 2 people booking together. Different rules apply because with a course defined as 1-1 any postponement, cancellation or amendment does not have implications on others.
- The Term 'Group Workshop' refers to up to and no more than 6 people, some or all of whom will have booked separately

PAYMENT / BOOKING CONDITIONS

Payment	INDIVIDUAL COURSES: <ul style="list-style-type: none">• A booking is secured with a deposit of 50% or £200 as stated on checkout on the website. This is refundable if cancelled before 1 month of the agreed commencement date for the course; it is not refundable after this time. The charge is only made in the case of permanent cancellation by the customer; therefore you can however change the course date up to 7 days before the agreed start date with no cost penalty. Within 7 days unless agreed by both parties, a 25% Charge will be made.• The above payment condition applies with both Single and Multiple day bookings.• Payment may be made in full at booking stage or the balance paid at least 14 Days before commencement• For short-notice bookings of less than 14 Days, PAYMENT IN FULL is required on booking.• Payment via BACS or Cheque is accepted or through the website via Paypal. Cash on the day is not permitted• PLEASE NOTE THAT A BOOKING DATE CANNOT BE CONFIRMED UNTIL A DEPOSIT HAS BEEN RECEIVED.
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	<p>GROUP WORKSHOPS</p> <ul style="list-style-type: none"> • Payment in Full is required at booking stage to secure a place on any available course • If CPT cannot secure a place at an appropriate level or time to suit the customer within 6 months of booking, then a full refund of the booking fee will be available. Alternatively The Customer may take a place on any future course or workshop or upgrade to an Individual course subject to the appropriate additional payment. • Payment via BACS or Cheque is accepted or through the website via Paypal. Cash on the day is not permitted • PLEASE NOTE THAT A BOOKING DATE CANNOT BE CONFIRMED UNTIL A DEPOSIT HAS BEEN RECEIVED. <p>GROUPS BOOKING TOGETHER (E.G. GROUPS OF FRIENDS, COLLEAGUES OR CAMERA CLUBS)</p> <ul style="list-style-type: none"> • All terms and conditions apply as per Individual Workshops. However CPT will recalculate the cost per person before making any appropriate refunds in the event of cancellation by some but not all members of the Group as fees are based on a sliding scale depending on numbers actually attending.
<p>Cancellation prior to Course or Workshop</p>	<p>PERMANENT CANCELLATION BY CPT:</p> <ul style="list-style-type: none"> • A full refund on both Individual and Group Workshops will be made of ALL sums paid to us. We commit to giving a minimum 14 DAYS notice of any cancellation. Group Workshops may be cancelled or postponed if less than 3 people have confirmed bookings. <p>PERMANENT CANCELLATION BY THE CUSTOMER:</p> <ul style="list-style-type: none"> • The 50% / £200 Deposit is refundable if the booking is cancelled at least 1 month of course commencement or by agreement on specific occasions. The deposit is non-refundable within 1 month. • All balances of payment will be refunded if cancelled more than 14 Days before course commences. • 50% of balances will be refunded if cancelled more than 7 days before course commences • Cancelled within 7 days – no balance refund available • If the fee is paid in full at the outset, the payment will be split and the above conditions apply to each 50%
<p>Termination during a Course or Workshop</p>	<p>TERMINATION BY CPT:</p> <ul style="list-style-type: none"> • CPW reserves the right to terminate a course or a place on a group workshop if the Customer contravenes ‘Conduct of Clients’ as set out below. This will only be done in extreme circumstances and with repeated transgressions. No refund will be made in such circumstances <p>TERMINATION BY THE CUSTOMER:</p> <ul style="list-style-type: none"> • Workshops or courses cannot be terminated by the customer during the event without justifiable cause for complaint in which case the customer should follow the complaints procedure as detailed under ‘Complaints’ below. If the customer decides to leave the course or workshop without justifiable cause, no refund will be made. However in exceptional

	<p>circumstances such as personal injury or family bereavement, CPT may at their discretion offer a refund for any remaining balance of the course or workshop</p> <ul style="list-style-type: none"> • Where a customer has agreed with CPT in advance to split days on a 1-1 course to cover non-consecutive days with no pre-arranged ongoing dates subsequent to Day 1, and decides or agrees with CPT that for any reason they do not wish to continue with the remaining days, CPT may at their discretion offer a refund for the uncompleted proportion of the course. This however is not a contractual obligation. The full rate for the completed element of the course will be deducted from the refund in such circumstances
<p>Postponement</p>	<p>POSTPONEMENT BY CPT:</p> <ul style="list-style-type: none"> • We reserve the right to postpone any date up to 7 days before the start of the course, although we commit to doing this only in the event of unavoidable circumstances. • If we need to postpone for any reason, then alternative date(s) will always be provided. • If no alternative dates are suitable for the customer, the offer of a full refund will be made. <p>POSTPONEMENT BY THE CUSTOMER:</p> <ul style="list-style-type: none"> • Any Individual Course booking can be postponed by the customer up until 7 days before the due date without penalty. • Any Group Course Customer who wishes to postpone or transfer to another group course will be allowed to do so with a minimum of 14 days notice • If an Individual Course is postponed within 7 days and a Group Workshop within 14 days we will always try to accommodate. However we reserve the right to apply a 25% surcharge on the booking (with an Individual Course this will only be applied in exceptional circumstances or resulting in direct financial loss by CPT) • Group Workshops are NOT postponed in the event of bad weather or by agreement with any individual customer. Any wish to postpone will always be made by individual customers and agreed by CPT for that individual only. However the itinerary for the day may be amended by CPT to suit conditions as appropriate. <p>POSTPONEMENT BY AGREEMENT:</p> <ul style="list-style-type: none"> • Courses can be rearranged in the event of bad weather or other unforeseen circumstances by agreement of both parties up until the evening before the course is due to commence. • There is no financial implication either way in the event of Postponement by Agreement
<p>Gift Vouchers</p>	<ul style="list-style-type: none"> • All Gift vouchers are valid for One Year from the last day of the month of date of purchase whatever the value. • Anyone booking an Individual Course with an unused Voucher after One Year can use the voucher against a place on a Group Course for a further One Year • The One Year expiry condition may be waived in exceptional circumstances of which the customer was unaware of at

	<p>time of booking (e.g. personal or family circumstances). This is at the discretion of CPT.</p> <ul style="list-style-type: none"> • Gift Vouchers are fully transferrable to another participant at no additional charge with prior notice to CPT • Any Gift Voucher bought as a Photography Course can be used against the cost of other products e.g. Photographic Prints (or vice-versa). A gift Voucher purchased for a Group Workshop cannot be transferred to an individual course unless agreed to and at the discretion of CPT. • No refunds are available on Gift Vouchers • Full payment must be made on Gift Vouchers at time of purchase. Payment must be received in full before posting
GENERAL CONDITIONS	
Non-Participating Companions	<ul style="list-style-type: none"> • A Non-Participating companion may attend an Individual Course free of charge. • No Non-Participating companion will be allowed on a Group Workshop unless accompanying a person under 16. • If the Non-Participating person brings a camera with them on an Individual Course and attends any part of the course, they will be regarded as a Participating customer and charged an appropriate fee at commencement of the course. This does not include iPhone or other mobile devices. • Course Notes are given to all customers in Digital PDF form are intended for the use of the customer only. This is obviously based on Trust and cannot be enforced but your cooperation is requested not to share them with non-participating persons or other close friends and colleagues. • The companion may fully participate on the day by paying the ‘Two Person’ balance of the fee by any appropriate method of payment.
Children Under 16	<ul style="list-style-type: none"> • Children under 16 MUST be accompanied by a Responsible Adult. Conditions apply as above for Non-Participating Companion • Participants between 16 and 18 can attend alone but only with prior agreement between CPT and parent or guardian.
Conduct of customers	<ul style="list-style-type: none"> • All customers are forwarded information and advice on Health & Safety, Protection of the Environment and General conduct before participation any course. CPW takes this aspect very seriously and expects the same of customers. • It is The Customers responsibility to comply with this guidance; in the event of repeated non-compliance we reserve the right to ask customers to leave the course. In this event no refund of any fees will be made. • All Courses and Workshops are entirely Non-Smoking due to the close proximity to other participants on the workshop whose health and enjoyments may be adversely affected. This includes all outdoor locations. • Any circulation of Course Notes beyond close family and friends without prior permission is strictly prohibited and if

	discovered by CPT and may result in further action.
Complaints	<ul style="list-style-type: none"> • CPT takes complaints very seriously. We will always seek to resolve them by agreement before recourse to other means of redress is deemed necessary. • We commit to giving a full or partial refund of the course fee if any customer has reasonable grounds for complaint. • In the first instance we would ask anyone with a complaint to telephone for an initial discussion. If the outcome of this proves unsatisfactory, we ask the customer to put this in writing via letter or email and at this stage in most cases we will reimburse the course fee unless the reason behind the complaint is unreasonable or can be disproved by CPT. • In the unlikely event of a dispute between CPT and The Customer (of whatever cause) your normal statutory and legal rights apply and are not affected by any prior discussions which are Without Prejudice at all times.
Itineraries	<ul style="list-style-type: none"> • All Course and workshop Itineraries forwarded to Customers in advance of commencement are indicative and a guide only and subject to alternation or amendment depending on weather conditions or other circumstances on the day. • Any amendments are generally made for customers benefit. Broad timings and approximate locations will be retained and we will at all times look to maintain the emphasis any learning content of the day and provide at least the equivalent number of teaching hours
For queries:	<ul style="list-style-type: none"> • Email: nigel@creativephotographywales.com Call: 01874 676402 / 07815 089835
2017 Version	<ul style="list-style-type: none"> • Updated March 2018 by Nigel Forster ABIPP, Owner & Photographer, Creative Photography Wales

SIGNED:



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DATE: 21.3.2018