

## Terms & Conditions for Residential Courses/Retreats

**By registering and booking a place on a residential course/retreat you agree to the following terms and conditions:**

### Registration/Bookings

All bookings must be accompanied by the appropriate deposit - we will confirm your booking by email or in writing. The balance of your course fee is payable no later than four weeks before the course starts, you will be given this date in your confirmation. If we do not receive your balance before or on its due date, we reserve the right to offer the place to someone else, your deposit will also be retained.

### Cancellations

Cancellations will be accepted up to six weeks before the course takes place and your deposit will be refunded. If cancellation is up to four weeks before the course, we will retain the full deposit and if not already paid, the balance of the full fee remains payable.

### Your Course/Retreat

Occasionally HFE have to make changes to the agenda and/or tutors. We will always endeavour to replace course material or tutors with like for like and inform you in good time. If you feel that this has an impact on your expected experience, we will offer a full refund of any monies paid or offer you an alternate course.

### Travel

Participants are responsible for their own travel arrangements – HFE do not reimburse travel costs.

### Participation and Access

At HFE we are committed to providing a supportive and welcoming environment to all. You will be participating in workshops, 1to1 tutorials and group discussions. We respectfully ask that you behave with tolerance and understanding of your fellow participants. HFE reserves the right to exclude from a course, any participant who behaves in an abusive or disruptive manner. No refund will be given if exclusion is made for these reasons. Unfortunately due to the nature of the building we do not have wheelchair or ground floor access to accommodation. There are stairs and some uneven floors, so disabled access will need to be assessed with us before committing to a course.

### Your Privacy and Protection

In registering/booking, you agree that we may collect and store personal information about you and your interactions with HFE. We do not record or store any debit/credit card details. All personal information is kept securely on electronic systems, according to Data Protection. We will use this information to communicate with you about your booking and we may, unless you tell us otherwise, communicate with you occasionally about our work and other courses and support that we offer. We never share or sell information about our course participants with any third party.

**PLEASE CONTACT US IF YOU WISH TO DISCUSS ANY OF THE T&CS  
BEFORE YOU COMMIT TO A BOOKING**