



## Seminar Cancellation Policy

### Seminar Refund Policy:

30 working days - 100% Refund

15 working days - 50% Refund

5 working days - 25% Refund

To request a refund please email [siobhan.edwards@theclarefoundation.org](mailto:siobhan.edwards@theclarefoundation.org)

All refund requests will be responded to within 5 working days by a member of the seminars team.

### Terms and Conditions

The Clare Foundation (TCF) reserves the right to postpone, amend or cancel any seminar and further reserves the right, but is not obliged to, to offer an alternative without any responsibility on its part in the unfortunate circumstances of:

An event or occurrence beyond the reasonable control of TCF which causes or is likely to prevent TCF from performing its obligations.

The Venue or any part thereof becoming unsuitable or unavailable to hold the seminar, due to a Force Majeure event or unforeseen circumstances, examples of which are adverse or severe weather conditions, safety or technical issues, the permanent or temporary closure of the Venue or a change of ownership or control of the Venue.

The facilitator or trainer being unable to offer the seminar due to a Force Majeure event or unforeseen circumstances, examples of which are adverse or severe weather conditions, technical issues, illness, business or personal circumstances. In the unfortunate case of a cancellation or termination by TCF as set out above, TCF will notify the Client as far in advance as possible and will arrange for the refund of any deposits and monies paid but will have no other obligation or liability to the Client. TCF will not be liable to the Client for any loss (consequential or otherwise), cost, expenditure, damage or compensation for such changes.

Any Client acting in an improper or disorderly manner or refusing to comply with the reasonable requests of TCF's staff may be removed from site. Physical or verbal abuse or aggressive or violent conduct will not be tolerated. TCF reserves the right to remove individuals from the Venue whose behaviour, conduct or language fall below acceptable standards or to withdraw services or facilities or to terminate the Event. Should this occur, no monies will be refunded. The decision of TCF's senior representative/management at the Venue will be final and binding.

TCF does not warrant and takes no responsibility for the accuracy of any verbal information given or statements made by its staff or contractors.

Clare Charity Centre | Wycombe Road | Saunderton | Buckinghamshire | HP14 4BF

A company limited by guarantee with registration number 06995233

Registered charity number 1131949 and registered office as above

(t) 0300 777 7000 (w) [theclarefoundation.org](http://theclarefoundation.org)



TCF cannot guarantee vehicle parking for all Guests at the Venue and will not be responsible for the security of possessions, vehicles or property. These are brought to the Venue at the entire risk of the owner.

Except to the extent that the law stipulates otherwise, TCF will accept no liability to the Client or Guests for any inconvenience, injury or loss and damage caused to any person or property at the Venue.

TCF, its Agent or representative may carry out photography or other recordings at the Event. The Client has the right to withdraw their consent at any time by informing TCF in writing to the postal address or the emailing [siobhan.edwards@theclarefoundation.org](mailto:siobhan.edwards@theclarefoundation.org). Images may be used on the website, or in future marketing materials. The Guests consent to the use of such images by TCF in connection with advertising, promoting or monitoring and acknowledge that copyright in such images rests with TCF. No payment or compensation will be offered to either the Client or Guests if any images are used. Please note where imagery has been used with prior consent, TCF may not be able to withdraw all imagery in circulation immediately.

TCF reserves the right to collect and process the personal data from the Client and the Guests for the purposes of marketing and promotional activities.

In the public areas of the Venue, CCTV may be in operation and video recordings may be made. This activity is carried out for security and for operational reasons and for the safety of the Guests.

Nothing contained within this agreement will affect the statutory rights of either TCF or the Client.

These Terms and Conditions will be binding on the Client, its successors and assigns.