

TERMS & CONDITIONS

By booking a place on a course or event organised by Higham Hall College (hereafter referred to as "we", "us", or "our"), you agree to abide by these terms and conditions. Please read them carefully before making a booking.

PAYMENT TERMS

A non-refundable deposit of £50 is required to reserve a place on a residential course.

Payment of the outstanding balance of the course fee must be made no less than one month before the course start date.

Please note, we do not send out reminder emails. If we do not receive payment in full one month before the course start date, your reservation may be cancelled and your place offered to another student.

For one day or shorter workshops, lectures and performances, the full fee is due on booking. The ticket price for lectures and performances include refreshments unless otherwise stated.

You can book/pay

- over the telephone using a credit or debit card
- by sending a cheque made out to 'Higham Hall College Limited' with a completed booking form (included in each brochure)

Please note, your booking will not be confirmed until payment has been processed.

Confirmation of booking

When you pay a deposit to reserve a place on a residential course, you will receive a booking confirmation letter from us. This will be sent by e-mail or post if you do not use email.

The contract between us ('Contract') will only be formed when full payment is been received.

Special offers

We reserve the right, from time to time, to run special promotional offers on events. Special offers may include, but are not limited to, price promotions or discounts on multiple bookings. Additional terms and conditions may apply; these will be explained at the point of booking.

Cancellation & refund policy

We strongly advise you to take out your own travel insurance cancellation cover.

When it comes to paying your outstanding balance, you also have the option to take out our cancellation cover at £5 per night. This guarantees an 80% refund of the course fee (less non-refundable deposit of £50) if you need to cancel your place within one month of the course start date because of illness, injury or death of yourself or a close relative (a doctor's certificate or equivalent evidence may be required).

If you cancel more than one month before the course or event start date, you have the option to transfer £25 of the non-refundable £50 deposit paid to another course.

No refunds will be made for cancellations less than one month prior to event or for non-attendance unless cancellation cover has been taken out.

We reserve the right to cancel any booking at our absolute discretion. We shall have no liability for losses or costs which you may incur due to such cancellation but we shall refund your booking payment in full, as soon as possible. You may be offered the option to transfer a booking deposit to an alternative course or event at our discretion.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase but reserve the right to refund using an alternative method.

Events outside our control

We shall not be liable for the delay or cancellation of a course or event, if the delay or cancellation is caused by circumstances or events outside our reasonable control, such as tutor/speaker illness or force majeure. Examples of a force majeure include (without limitation) the following:

- Strikes, or industrial action
- Riot, terrorist attack or threat of terrorist attack, war
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport
- Impossibility of the use of public or private telecommunications networks
- The acts, legislation, regulations or restrictions of any government

Our performance under any contract is deemed to be suspended for the period that a force majeure event continues. We will use our reasonable endeavours to bring the force majeure event to a close or to find a solution by which our obligations under the contract may be performed despite the force majeure event.

Code of conduct

We are committed to fostering an open and inclusive environment where everyone can learn and work without encountering prejudice or discrimination and is treated with dignity and respect.

We expect all students, visitors, staff, volunteers and contractors (including tutors) to abide by this code of conduct when at Higham. By agreeing to the terms and conditions of booking you also agree to conduct yourself safely, professionally and respectfully in line with this code of conduct.

Programme content

We reserve the right at any time and without prior warning to make changes to the published programme if deemed necessary. If we need to make any substantive changes to a course or event you are booked on, we will inform you of any changes and give you the option of a full refund or transfer of credit.

Loss or damage

You are liable for any loss or damage which you may cause to our premises, facilities or equipment and agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) while at Higham.

Intellectual property

All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our courses or events (including, without limitation, course notes, slides, brochures, articles or case studies) are the property of the college and/or our tutors. You are entitled to use such materials only for your own personal use. You are not entitled to copy such materials (except as permitted by law) nor are you entitled to use or authorise others to use such materials for any commercial purposes.

Images

We often take photographs at events for publicity and marketing purposes. By attending a course or event, you are deemed not to object to the taking of such photographs and you are giving us permission to use images in which you may be present. In addition, these images may be shared and stored on third-party platforms such as our website. Should you not wish to appear in any images, please notify the tutor leading the course or member of staff at the event.

Our liability

You are responsible for the safety and security of personal belongings. We accept no liability for damage to, or loss of, personal belongings. We do not accept any responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises save for any damage caused by our negligence in which circumstances our liability shall be limited to the amount of our insurance for such losses.

We will not be responsible to you or any third party for any business loss (including loss of revenue, profits, contracts, anticipated savings, wasted expenditure, data or goodwill) or any other loss or damage which does not result directly from our actions.

Nothing in these booking terms and conditions excludes our liability to you for personal injury or death caused by our negligence.

Privacy and data protection

Our [Privacy Policy](#) explains how we will use the information which you have provided to us.

Communications

We will contact you by e-mail and/or by post. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that we provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

Right to vary these terms and conditions

We reserve the right to revise and amend these terms and conditions from time to time to reflect changes in technology, payment methods, relevant laws and regulatory requirements or changes in our organisation's own capabilities.