



RESIDENTIAL SECTION ACTIVITY

BOOKING TERMS & CONDITIONS

How to Book

Bookings can be made by completing the online registration form and submitting it to Chase Training Solutions Limited. To secure the registration, a deposit of 50 per cent of the advertised Residential section activity fee is required.

Payment of Balance

The balance of the Residential section activity fee is due no later than 30 days prior to the commencement of the residential to confirm the booking. In the absence of payment by this date, the booking is considered cancelled, and the deposit will be retained.

Invoicing for deposits and balances can be submitted to organisations upon request.

Cancellations

- There is no charge for cancellations received 61 or more days before the start of the Residential section activity and the fee will be refunded in full.
- Cancellations received 31-60 days before the start of the Residential section activity are subject to a cancellation fee of 50 per cent of the fee.
- Cancellations received 15-30 days before the start of the Residential section activity are subject to a cancellation fee of 75 per cent of the fee.
- Cancellations received 0-14 days before the start of the Residential section activity are subject to a cancellation fee of 100 per cent of the fee.
- Please note that if, for whatever reason, you withdraw from the Residential section activity, once it has started, there will be no right to any refund, irrespective of circumstances, and you will be responsible for arranging your own transport back home as soon as practically possible. We are unable to accommodate, or take responsibility for, individuals once they have withdrawn from any aspect of the Residential section activity.

Cancellation by Chase Training Solutions Limited

The Residential section activity will run as advertised subject to there being a minimum number of participants (five and fully paid) in place, failing which it will be cancelled. We will, where possible, not cancel a Residential section activity in these circumstances less than two weeks before it is scheduled to start.

Chase Training Solutions Limited also reserves the right to cancel any Residential section activity, at any time, prior to commencement, due to other circumstances beyond our control, which make it impossible for Chase Training Solutions Limited to operate to the planned activity programme, i.e. extreme weather conditions.

In either case, if the Residential section activity is cancelled for which you have made a fully paid booking, you may transfer to the next available Residential section activity organised by Chase Training Solutions Limited. In these circumstances, Chase Training Solutions Limited, will take all reasonable steps to accommodate your wishes as to a suitable alternative. If after reasonable efforts by both you and Chase Training Solutions Limited, it is not possible to agree a transfer of your booking, you may claim a full refund of the Residential section activity fee.

Insurance

CTS will be responsible for only their own liability, including neglect attributable to its employees in the course of their duty; therefore, CTS has a public liability insurance policy of up to £10m, along with appropriate Employers Liability Insurance. Please note that this is not 'Travel' type insurance and does not cover loss or damage to personal property, illness, injury, cancellation, etc. Participants or their parent/carer are responsible for any additional insurance (i.e. personal accident, property, etc.) for the Residential section activity is in place and are advised to take out such insurance cover.

Contact Details

As soon as all participants' names are confirmed, we may, depending on the Residential section activity, share the names and contact details of other participants attending, allowing preliminary introductions to take place and to undertake any research or shared preparation prior to attending the residential activity programme. By registering on our Gold DoFE Residential section activity, you are agreeing for your details to be shared in this way. As you would expect, no confidential information will be disclosed to other participants attending the residential activity.



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