

Terms and Conditions

The following information is relevant to bookings for Music Retreats. Please read this information carefully.

In these Terms and Conditions:

"We" or "Us" or "Our" means Ignite Music Group Ltd (Company no. 07886440)

"Deposit" means the price paid by You to reserve or book the Music Retreat

"Final Payment" is the required amount of money to pay in full for the Music Retreat

"Music Retreat" or "Course" means any of the Music Retreats detailed at www.musicretreats.com or on literature sent out to you.

"Reservation" means the booking made by You of the Music Retreat through Us

"Venue Conditions of occupation" the conditions applicable to occupation and use of the Venue insofar as You are made aware of them by Us or by the Venue before or on arrival

"Venue" means the venue for the Music Retreat that You book through Us **"You" or "Your"** means Our customer

1. These terms and conditions do not affect Your statutory rights.

2. The Deposit must be paid direct to Us when You submit Your application for a Reservation. No contract is made or Reservation concluded until such time as having received payment from You of the Booking Fee you receive from Us in writing or by email confirmation of acceptance of that Reservation accompanied by a receipted invoice.

3. Should You wish to cancel Your Reservation at any time You may do so in writing or by email but You will not receive a full refund. The following guide points below set out what refund You will receive depending on exactly when before the commencement of the Music Retreat We receive Your notice to cancel.

- The deposit is non refundable unless another person can be found to take your place on that particular Music Retreat.
- Courses are non transferrable unless arranged through us. There can be a small optional administration fee of £25 if we agree to transfer you.
- The final payment is due 2 weeks prior to you coming on the course. Once this is paid it is non refundable
- If You cancel on the day your course begins or do not attend for any reason You will receive no refund at all.
- It is highly recommended that you take out a cancellation insurance plan on booking a Music Retreats course.

4. If You cancel and We are able to fill Your place then We will make you a refund of 75% of the Booking Fee.

5. Deposits taken for Music Retreats events are non-refundable and non-transferable. If however a Course event is cancelled (in line with these terms & conditions) then deposits will be fully reimbursed to the original payee.

6. We may at any time up to one week prior to commencement of a Music Retreat alter any part of the itinerary for the Course. This may include (but is not limited to) change of facilitator, content, tutor, session times. Any changes will be posted on the Music Retreats website and it is Your responsibility to keep up to date with what is happening to Your Music Retreat course via www.musicretreats.com. We will not notify You individually in writing or by email unless time permits of any changes occurring.

7. We reserve the right to cancel any Music Retreat at any time up to one week prior to its commencement. In these circumstances We will refund You your Booking Fee in full or transfer Your Reservation to another Music Retreat.

8. In the event of a breach by Us of these Terms and Conditions Your remedy is limited to damages You suffer as a result of Your loss if such loss was reasonably foreseeable to both You and Us when We sent to You confirmation of acceptance of Your Reservation. Our liability shall not exceed the Booking Fee.

We do not accept any liability for any loss or damage suffered by You in the event of any delay in Your submitting an application for a Reservation and receiving confirmation of acceptance from Us.

We shall not be liable to You for any information provided to Us which is incorrect invalid or misleading. We will not be

responsible for any indirect special or consequential loss suffered by You that is not reasonably foreseeable to both You and Us when We send to You confirmation of acceptance of Your Reservation. We do not in any way limit Our liability for death or personal injury caused by Our negligence.

9. We do not sell Music Retreats to persons under the age of 16 unless We receive full written consent from a parent or guardian.

10. The Venue is hired by Us on the Venue Conditions of Occupancy and You will be responsible for adhering to those conditions for the duration of the Music Retreat.

In any event You will:

- do nothing whilst at the Venue which constitutes a breach of any law or regulation imposed by a competent authority
- not carry out any electrical or other works
- be responsible for the cost of making good any damage to the Venue caused by You whether alone or together with others
- be responsible for injury or harm caused to others occasioned wholly or partly by Your carelessness
- not be or cause a nuisance to others

11. We recommend you purchase insurance to guard against unforeseen circumstances, which may cause You to cancel Your Reservation

12. After the purchase of any Music Retreats product, a confirmation letter will be sent to the address we have on our records

13. Should you wish to make any suggestions to Us or to make a complaint please address these in writing to:

Ignite Music Group Ltd, 145-157 St John Street,

London EC1V 4PW

Or email Us at info@musicretreats.com. Alternatively you can contact us 0141 332 2986

14. These Terms and Conditions are governed by and construed in accordance with Scottish & English Law. You and We agree to the exclusive jurisdiction of the Scottish & English Courts.