



www.stageandpage.co.uk

Booking Terms & Conditions

Stage and Page is a collaboration of individual professional writers and venue owners. In making a booking for a course with Stage and Page you agree to the following terms and conditions:

Bookings

1. All **bookings must be accompanied by your deposit** as specified in the details of the course.
2. You should not consider your booking as definite until we have confirmed it in writing (usually by email).
3. **The balance of your fee is payable no later than six weeks before the course starts.** If we do not receive your balance when it is due, we reserve the right to treat this as a cancellation by you and offer the place to someone else. If we do not receive the balance of your fee other than for reasons outlined below, we will retain your deposit.

Cancellations

4. If for any reason whatsoever **Stage and Page cancel** the course before the start date of that course **Stage and Page will refund all fees paid by you in relation to that course.** We cannot reimburse travel or other costs which you may however be able to reclaim from your travel insurance policy. The liability to you in the case of a cancellation by Stage and Page is limited to the course fee you have paid. If the course has already started, the refund will be pro rata to reflect the teaching already received at the absolute discretion of Stage and Page.
5. **If you need to cancel** your booking and it is more than six weeks before the start date of the course, we will attempt to fill your place. If we successfully fill your place and the course is full, we will refund your deposit, retaining £25.00 to cover administration costs. If the place is not filled, we will retain your deposit.
6. Please note that if you leave the course after it has begun or if you fail to attend all or any part of the course you are not entitled to any refund.

7. Please note that under no circumstances will Stage and Page be able to reimburse travel or any other costs which you may have incurred in connection with your booking and any refund will be limited only to fees you have paid Stage and Page.

Participation and access

8. Our courses take place in unique and sometimes private locations not generally open to the public. It is important that you give as much detail as possible on the booking form about any physical access requirements and dietary requirements so that we can be sure we can properly support you before confirming your booking. Should your requirements not be declared at this point, we reserve the right to decline your booking and our normal cancellation terms as laid out herein will apply.

Tutor's hours and Changes to the programme

9. Staff members are present at the writing centres during their working hours. The times when tutors will be available will be detailed in the course description
10. Stage and Page reserves the right to make changes to the advertised programme and tutors. As we plan the Stage and Page programme in advance, changes will inevitably occur to some courses and occasionally the original tutors are unavailable. We will always use our best endeavours to replace tutors with someone of similar experience and to give you as much notice as possible. Please note that where we must change tutors you do not have additional rights of cancellation and our standard terms as outlined here still apply.

Conduct and safety on site

11. Stage and Page courses rely on a supportive environment that depends on tolerance and understanding of all participants and tutors and their creative work. We therefore ask that you are thoughtful and respectful of the other writers and help foster an atmosphere conducive to creativity. Stage and Page reserves the right to refuse a place and / or to exclude from a course any writer who in the judgement of Stage and Page tutors or venue hosts behaves in an abusive or disruptive manner or engages in any discriminatory conduct. The decision of the Stage and Page tutors and or venue host will in this unlikely event will be solely theirs and will be carefully explained and considered and is final and absolute. No refunds will be made in the event of this happening.
12. Stage and Page reserves the right to ask a writer to leave the course if Stage and Page tutors or venue hosts judge that it would not be in the interests of the participant or others in the group, or that it would be otherwise unsafe for that person to remain on site because of their mental or physical health, behaviour, or apparent state of mind. The decision of the

Stage and Page tutors and or venue host will in this unlikely event be carefully explained and considered but is solely theirs and is final and absolute.

13. The courses offered are intentionally held in unusual properties and sometimes in private homes rather than commercial events venues. This is intended to aid inspiration resulting in the best possible experience however it is therefore important that participants respect the status of the venue to which they are enjoying privileged and unique access. Publicity identifying the property is not permitted and breakages or other unintentional damage must be paid for by agreement with the property owner during the course.

14. You will be briefed by staff on what to do in the event of an emergency at the beginning of your course.

Use of social media during the course.

15. Stage and Page ask that all participants recognise the privacy of others and do not engage in any social media activity (e.g. taking and posting photos) without the express permission of anyone involved in such activity. Our workshops are designed to be supportive and collaborative environments and we do not want this compromised by undue and unwanted social media activity. While we do not ask participants to sign a privacy clause, we do ask them to respect the privacy of everyone on the course. Social media posts identifying the property must be authorised by the property owner for security reasons. This ensures access to otherwise private places.

Pets

16. Pets are not permitted on any of our courses.

Smoking

17. Smoking is not permitted anywhere inside our buildings, and only in designated smoking areas outside.

Non transferal of Guests

18. A place on a course may be used only by the participant named in the booking. It may not be transferred to another person without agreement in advance from Stage and Page.

Under-18s

19. Stage and Page courses are only open to people aged 18 and over. By booking on a course, you confirm that the participant named in the booking is aged 18 or over.

Privacy and data

20. By booking, you agree that we may collect and store personal information about you and your interactions with Stage and Page. This includes: your personal contact details; gender; details of your booking and booking history, including any access and dietary needs you have told us about; records of payments (not including credit/debit cards numbers, etc.); details of any grant applications, any correspondence, and any other information we need to keep in order to administer your booking. We do not store payment card details. 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 for writers that we offer. We never share or sell information about our course participants with any third party, either in aggregate or in individual form.

Loss

21. Neither Stage and Page nor its host venues can accept responsibility for any loss, damage or expense sustained by participants on courses and retreats because of an event or circumstance whether arising from natural cause, human agency, or anything beyond its control otherwise.

Comments and complaints

22. While Stage and Page use their best endeavours to maintain high standards and provide high-quality experiences for all writers, you may want to offer a comment. At the end of every course we give you the opportunity to provide feedback through our evaluation form. If you feel this is not sufficient you may wish to make a more formal comment or complaint in which case it must be made within ten days of the course ending day.

English law

23. The acceptance of these terms and conditions forms a contract between you and Stage and Page and it is governed by English law.

The purpose of the Stage and Page courses and events is to be a creative, collaborative, and exceptional experience for all involved. We look forward to working with you and will always try and support all writing students and their specific needs from the moment of booking to the end of your course.

We really look forward to working with you.

Additional Booking Terms & Conditions due to Covid19

1. We require all participants to complete a lateral flow test at home as supplied by the NHS and inform us of the result three days before the start of the course. Should there be a

positive result we would request that in accordance with government guidelines you book a PCR test and inform us of the result. If your test is negative, you are welcome to attend the course.

2. If you have any symptoms of any contagious illness including those of Covid 19 we ask that you do not attend the course. In this case we will refund the fees you have paid for the course on receipt of medical evidence of your contagion or evidence of your legal obligation to isolate under the Covid restrictions in place at the time. If requested and appropriate Stage and Page will be happy to try and transfer booking and fees to another course at its discretion.

3. We reserve the right to alter our terms in accordance with any changes in government legislation in relation to Covid.

4. If you develop symptoms of Covid 19 while on site we ask that you immediately inform us and take a lateral flow test on site and comply with the regulations governing its outcome. In the event of a positive result, the course will be cancelled, and fees returned on a pro-rata basis to cover the teaching already taken place at the absolute discretion of Stage and Page.

5. If another person on the retreat tests positive for Covid19 during their stay, we reserve the right to ask you to leave immediately and follow government guidelines for self-isolation. If you must leave the course as a result of other participants testing positive for Covid – 19 or on suspicion of having Covid-19 we will refund your fees paid on a pro-rata basis to take into account teaching already taken place at the absolute discretion of Stage and Page.

6. Please note that under no circumstances will Stage and Page be able to reimburse travel or any other costs which you may have incurred in connection with your booking and any refund will be limited only to fees you have paid Stage and Page.

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