

GENERAL CONDITIONS

BOOKING PROCEDURE

It is recommended that to avoid disappointment, bookings are made as far in advance as possible.

Initial enquiries are usually taken over the phone or via email to check available dates and suggested programmes. Bookings can be taken over the telephone or via email.

Once the booking is agreed the customer will receive a confirmation of the programme, a preparation document (if applicable), an invoice and information about the practicalities.

PAYMENT TERMS

When booking and price are confirmed the customer will receive an invoice. Full payment is due before the event takes place and as indicated on the invoice. Late payments incur a 5% additional administration fee.

CANCELLATION PROCEDURE

STET Education recommends that schools take out an insurance to cover costs in case of cancellation.

Regardless of when a booking is made, if the customer completely or partially cancels a confirmed booking:

- In excess of 6 weeks of the start date of the activity the customer will not be charged for the activity. Any payment already made will be refunded, minus 5% admin cost.
- Within 6 weeks of the start date of the activity the customer will be liable for 50% of the total cost of the booking.
- Within 4 weeks of the start date of the activity the customer will be liable for 100% of the total cost of the booking.
- Participant numbers can be changed until 6 weeks before the event, free of charge. After that, follow the standard cancellation policy. (This is only relevant if the contract stipulated a minimum participant number for the event.)
- If no minimum attendance number is agreed beforehand, the cancellation policy applies to the whole booking.

If STET Education cancels a confirmed booking at any stage, every effort will be made to offer alternative dates or an alternative provider. If alternative dates or an alternative provider cannot be agreed, then STET Education will give a full refund of any fees already paid.

IN CASE IT RAINS...

Outdoor activities take place under all weather conditions. In the event of extreme weather (high winds or torrential rain), STET Education will offer an alternative date or give a full refund of any fees already paid.

SAFETY AND BEHAVIOUR

LIABILITY WAIVER

While we make efforts to ensure the safety of persons and their belongings during the workshops, we cannot control everything. We therefore hold participants responsible for their safety and behaviour.

ATTENDEE CONDUCT

We require all attendees to be respectful of each other, the activity leader and staff throughout the event. The school and teachers are responsible for the general actions and behaviour of the students during the workshop. We strongly recommend that a second person be present during the workshop to monitor the activity. This can be a teacher, a coordinator or volunteer parent, for example.

STET Education will make every effort to prepare actors to discern and manage conflicts, as well as work actively to avoid them.

STET Education is an all-inclusive, non-discriminatory, educational department and we stand behind the school, our actors and the families to promote tolerance and respect in all our activities.