



## Booking Terms & Conditions

### **Which Sessions does this apply to?**

This document applies to all bookings made through Joel Self – Outdoor Instructor via his website, in person or via email / invoice.

### **Payment:**

Unless otherwise agreed in advance then full payment is required upon booking, whether this is taken through Joel’s website using the checkout page, in cash or via a standard or interactive e-invoice.

### **Cancelations & Refunds:**

The circumstances surrounding a booking’s cancelation dictate the refund potential. Please see the table below for details.

<b>Cancelation Circumstances</b>	<b>Refund Potential</b>
Bookings cancelled by the instructor for reasons such as, but not limited to, illness, poor weather, double booking etc	In these circumstances a full refund will be offered by the instructor. These bookings can also be rearranged to another date and time in line with session availability.
Bookings cancelled by the instructor for reasons such as, but not limited to, underprepared participants, participants unsuitably competent to participate, participants under the influence of drink or drugs, disruptive participants etc.	In these circumstances a refund will not be offered by the instructor. These bookings cannot be rearranged to another date or time.
Bookings cancelled by the client 8+ days in advance of the session.	In these circumstances a partial refund will be offered by the instructor. (There will be a £2 processing fee on these refunds.) To avoid the processing fee these bookings can alternatively be rearranged to another date and time in line with session availability.
Bookings cancelled by the client 7 or less days in advance of the session.	In these circumstances a refund will not be offered by the instructor. These bookings cannot be rearranged to another date or time.
Bookings fulfilled prior to a client’s request for refund.	In these circumstances a refund will not be offered by the instructor. These bookings cannot be rearranged to another date or time.