



## **Livestream Learning Sessions - Terms and Conditions**

Creswell Heritage Trust is a small, independent educational charity that is heavily reliant on the income from its Learning Programme.

### **Placing a booking**

A booking of our digital sessions will not be considered as complete until we have received a fully completed booking request form. We cannot accept incomplete forms. We cannot progress any booking requests until you have confirmed that you have read and understood both these Terms and Conditions and our Online Safeguarding Policy, linked on the Livestream Learning section of the Creswell Crags website.

Once we have received your booking request form and confirmation that you have read these documents, our team will check availability and contact you via the provided email address with possible dates and times. Where possible, we will endeavor to provide you with the closest dates and times to your original request, but please be aware that this may not always be possible. We expect these sessions to be in high demand and we will work on a first-come-first-served basis in allocating slots.

Once a session date and time have been agreed upon by both parties, a confirmation email and information pack will be sent to the lead teacher and school office, whose contact details have been provided in the booking request form. At this stage, your booking is confirmed and subject to the cancellation policy.

### **Cancellations and booking amendments**

Our cancellation policy will come into effect as soon as we have sent a confirmation of your booking. Please ensure that you have checked with your school office and finance team prior to progressing your booking to the confirmed stage and that they have been supplied with these Terms and Conditions.

We cannot accept amendments or cancellations by phone or by voicemail. If you need to cancel your booking or change your date, please contact us via email to [education@creswell-crags.org.uk](mailto:education@creswell-crags.org.uk) at least 28 days in advance of the session date so that session slots can be made available to other groups. You will receive a full refund for the cost of the session.

If we do not receive 28 days' notice via email in advance of a cancellation or date change to a session, you will incur a fee equal to the full cost of the session. If you have yet to pay, an invoice will be generated for the full cost of the session.

## **Payment**

We can accept payment via cheque payable to "Creswell Heritage Trust" or BACS. BACS details will be provided on our digital invoice, which will be emailed out to the School Finance e-mail address you have provided in the booking request form. We do not provide paper copies of invoices. We require all payment for sessions to be made at least 14 days in advance of the date of your session. VAT is not applicable to your session booking and is not charged.

## **Our agreement with you**

We require that a teacher be present with pupils for the duration of the digital session. Teachers must read and agree to abide by our Online Safeguarding Policy and Terms and Conditions before we are able to confirm your booking. If these documents have not been read and agreed to, you run the risk of your session being released to be booked by another group.

Sessions do not need to be paid for at the point of booking but do need to be paid for in advance of the session taking place.

We reserve the right to cancel or end your digital session under certain circumstances. Refunds will be given under the following cancellation circumstances, or the session will be rescheduled wherever possible and with the agreement of both Creswell Heritage Trust and the school:

- Unforeseen staffing issues relating to the illness, injury or death of any Creswell Heritage Trust staff or their immediate family
- Internet outage, power outage or technical failure on the side of Creswell Heritage Trust

We reserve the right to terminate sessions in the case of our Terms and Conditions being breached, including but not reserved to the following:

- Behaviour of the group participating in the session is deemed unacceptable or inappropriate by the staff members of Creswell Heritage Trust responsible for delivering the session
- Minimum requirements of supervising adults per number of students participating in the session are not met

In these instances, no refunds will be given.

**Privacy notice**

All contact data you provide to us is processed according to the Data Protection Act 2018 on the legal basis of '*for the performance of contract*'. We do not share this data with anyone outside of Creswell Heritage Trust. Data will be stored securely and deleted in accordance with our disposal policy of 2 years. If you have a question about the way we handle your personal information please contact the Executive Director of Creswell Heritage Trust.