

# Terms and Conditions



## The Glasshouse Therapy Centre UK LTD

### Bookings

Bookings may be made by telephone Phone **023 9259 9199**, but must be confirmed in writing within 7 working days. Mrs Samantha Pugh – The Glasshouse Therapy Centre UK LTD –Clanfield Farmhouse 14 South Lane Waterlooville Hampshire P08 0RA Phone **023 9259 9199**

### Fees

All fees are payable in advance (normally 2 weeks). The Glasshouse Therapy Centre UK Ltd reserves the right to refuse admission to the course until payment is received. Fees quoted are correct at the time of publication but The Glasshouse Therapy Centre UK Ltd reserves the right to alter fees at any time. All fees are exclusive of VAT.

### Late payment

Overdue payment may attract interest at 8% above the statutory rate.

### Joining Instructions

Joining instructions will be forwarded following receipt of payment. If joining instructions have not been received 10 days before the course, please telephone to make sure payment has been received.

### Venues

A map of how to get to the venue will be included in the joining instructions. Whilst The Glasshouse Therapy Centre UK Ltd can assist in arranging accommodation at local hotels it is not acting in the capacity of agent for either the hotel or the client. Queries, cancellations or alterations of hotel bookings must be made direct with the hotel/agent concerned and delegates must settle their own hotel accounts before leaving.

### Refreshments

Lunch is not provided as part of the course

### Course Literature

Printed course notes are included in the course fees. Course literature is copyright and may not be reproduced without permission.

### Examinations

Where examinations (whether by an internal or external examining authority) form part of, or are taken following a course, no refund of fees can be given in the event of a candidate failing to reach the standard required. Examiners' decisions are final.

### Centre Contact Details

Mrs Samantha Pugh – The Glasshouse Therapy Centre UK LTD –Clanfield Farmhouse 14 South Lane Waterlooville Hampshire P08 0RA Phone **023 9259 9199**  
[info@theglasshousetherapycentre.co.uk](mailto:info@theglasshousetherapycentre.co.uk)  
[www.theglasshousetherapycentre.co.uk](http://www.theglasshousetherapycentre.co.uk)

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## Cancellations

The Glasshouse Therapy Centre UK Ltd reserves the right to cancel or alter the dates or provision of service, the venue and the individual or organisation providing the service. In the event of cancellation, bookings will normally be transferred to the next available course unless the client specifically requests otherwise. If a booking is cancelled or transferred to a different course by the client the following fees will be payable:

Notice Given	% of fee charged on cancellation/transfer
more than 28 days	100%
15-28 days	50%
0-14 days	0%

In addition, The Glasshouse Therapy Centre UK Ltd reserves the right to charge a £30 administration fee for each cancellation/transfer.

Telephone cancellations can be accepted but must be confirmed immediately in writing (by post or fax).

## Centre Contact Details

Mrs Samantha Pugh – The Glasshouse Therapy Centre UK LTD –Clanfield  
Farmhouse 14 South Lane Waterlooville Hampshire P08 0RA Phone **023 9259 9199**  
[info@theglasshousetherapycentre.co.uk](mailto:info@theglasshousetherapycentre.co.uk)  
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