

# **UK Singing Retreat Terms & Conditions**

## **Booking our UK Singing Retreat:**

Please complete and submit the online booking form. If there is more than one person wanting to come on the retreat please fill out separate booking forms for each person. We will notify you of availability once the form(s) has been received and confirmation of your booking(s) will be emailed to you along with an invoice requesting payment of the non-refundable deposit. The deposit of £150pp must be paid within seven days of the invoice date.

Requiring your own single or double room incurs a supplement charge that simply reflects the supplements we have to pay. They are significant but not, we hope, excessive.

## **Retreat Balance**

The balance must be paid to us at least four weeks before the retreat start date and we will send a final invoice seven days before it is due.

## **Special Requests**

Any special request or requirements which are essential to your booking (such as specific dietary requirements, wheelchair assistance or special facilities for certain medical conditions) must be made known to us in writing before you book. We will contact our suppliers and the request will only become a term of your contract with us if we confirm in writing that the request can be met and your booking proceeds on that basis.

## **What the price includes or does not include**

Details of the items included or not included in the cost of the retreat are stated on the website.

## **Your Protection, Changes and Cancellations:**

We have extensive liability insurance of up to £10,000,000 with Aviva Bonus via the Musicians Union, however our retreat prices do not include your personal holiday cover. It is your responsibility to ensure that you take out a comprehensive travel insurance policy to cover you during your retreat. If you choose to travel without adequate travel insurance cover, we will not be liable for any losses howsoever arising, in respect of which insurance cover would otherwise have been available.

All payments made to us by you are held in a bank account to ensure the financial protection of our clients in the event of cancellation by us.

Everything is done to provide our singing retreats as detailed however we may have to modify or cancel them up to eight weeks before departure. Should we need to cancel the retreat or alternative arrangements of comparable standards not be acceptable we will make you a prompt full refund of all monies paid by you to us under the original booking. In the circumstances of cancellation by us we will not be liable to pay you any compensation.

If you wish we can offer you the choice of alternative dates and if there is a change in price we will refund you the difference.

In the unlikely event that Mike King is unable to provide his services as vocal coach, Singing Holidays and Retreats will organise a replacement course facilitator of similar expertise and experience.

Singing Holidays and Retreats accepts liability for any loss sustained as a direct result of the negligence of one of its employees, however cannot accept liability for the actions of those concerned with any aspect of your holiday over whom we have no direct control, or who is not employed by us.

We accept responsibility for ensuring that the retreats are supplied as described and that the services we are contractually obliged to provide for you are of a reasonable standard.

We do not accept any liability for cancellations or changes in the event of "force majeure". E.g. delays or changes caused by war, threat of war, terrorist actions or threats, closure of airports, civil strife, industrial action, natural disaster, technical problems to transport, staff cancellations, unforeseen changes in your personal circumstances or other events beyond our control.

**To cancel your booking**

Should you, or any member of your party, wish to cancel your retreat this must be done in writing and regrettably will mean retention of your deposit. Cancellation within four weeks of the retreat start date will incur a charge of the total cost of the retreat.

**Late Arrivals**

If you experience any delays from your chosen transportation we do not accept responsibility for the problems this may cause or for the curtailment or shortening of your retreat.

**Damage and breakages**

Any loss, damage or breakages to the properties or it's contents must be paid for by the individual(s) responsible. Singing Holidays and Retreats will not be liable.

Every booking is accepted subject to the standard terms and conditions imposed by the companies, firms or persons involved.

If you have any questions please feel free to contact us at [info@singingholidaysandretreats.com](mailto:info@singingholidaysandretreats.com) or +44 (0) 330 330 9132.

**Our address is:**

Mike King  
Singing Holidays and Retreats  
111 Athenlay Road  
London  
SE15 3EJ  
UK