

# The Ackers

## Payment, Deposit and Cancellation or Transference Terms

### Payment Terms

Payments are accepted by cash, cheque with guarantee card (individuals) or official company cheque (with 2 signatures), debit and credit cards (except American Express) and, for approved customers only, by invoice on 30 days net monthly account.

Accounts other than for schools are only available after a credit application form has been completed and approved in writing by the Finance and Administration Manager.

All requests for invoicable bookings need to be supported by an official written order.

Individual's bookings will be paid for at the time of booking.

### Cancellations

#### **1. By Clients**

For cancellations of bookings there are a scale of charges as set out in the table below. All cancellations (including inclement weather and client's organisational closures) and requests for transfers of date of activity made within 48 hours of the booking are charged at the full rate.

#### **2. By The Ackers**

The Ackers aims to run all bookings, and other advertised sessions subject to demand.

Where it is not possible to run a session for any reason other than demand we will endeavour to contact all booked clients with as much notice as available. (We ask for daytime and home numbers for this reason.)

We will offer a mutually arranged alternative or replacement session. A credit or refund may be offered if clients genuinely cannot re-arrange a date.

The Ackers will not be liable for any incidental or third party costs. Occasionally at quiet times, The Ackers may alter its opening times to run staff development and training; these will be advertised for at least a week on notices at the Ski Centre: we also encourage casual clients and visitors to telephone before turning up.

### Curtailment

#### **1. By Clients**

No refund will be given for activities curtailed by the client for any reason.

#### **2. By The Ackers**

No refunds will be given where for safety, inability for clients to meet conditions or other reasons an instructor in charge or Duty Manager believes the cancellation or curtailment of a session is in the interests of all concerned.

### Notes

Events are deemed to be any booking where 4 or more sessions are involved for the same booking or client organisation on the same day.

All events consisting of anything other than standard (1 or 1½ hour) activity sessions will be quoted in writing before booking. Any alterations to the programme will also be agreed and quoted in writing at the finalisation stage.

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Please note all rates are correct as of April 2009 but are subject to future increases. Please contact us to check any alterations.

<b>Booking</b>	<b>Deposit</b>	<b>Payment</b>	<b>Cancellation or Transference Charges</b>				
	<b>At time of booking</b>		<b>Within 48 hrs</b>	<b>48 hrs - 7 days</b>	<b>1 wk - 2 wks</b>	<b>2 wks - 4 wks</b>	<b>4 wks - 12 wks</b>
<b>Individuals lessons</b>	<b>Full price only</b>	<b>In full on booking</b>	<b>Full Price (No rescheduling)</b>	<b>Full Price (or reschedule lesson)</b>	<b>Nil</b>		
<b>School/Youth Activities 1-3 sessions/day</b>	<b>School: Official Order Youth: £25.00/session</b>	<b>In full by the day (or invoice* if applicable)</b>	<b>Full Price</b>	<b>Full Price</b>	<b>£25.00/session</b>	<b>Nil</b>	
<b>School/Youth Activities 4+ sessions/day and Sch/Yth events</b>	<b>£25.00/session + Official Order</b>	<b>In full by the day (or invoice* if applicable)</b>	<b>Full Price</b>	<b>Full Price</b>	<b>50% + costs</b>	<b>50% + costs</b>	<b>Deposit (25%) + costs or £20.00/session</b>
<b>Team Challenge, Abseil - Off Site, Event, HRD, Private Hire Courses</b>	<b>25%</b>	<b>In full by the day (or invoice* if applicable)</b>	<b>Full Price</b>	<b>Full Price</b>	<b>50% + costs</b>	<b>50% + costs<sup>1</sup></b>	<b>Deposit (25%) + costs<sup>1</sup></b>

\*Invoicing facility *only* available after being approved for credit.

<sup>1</sup>Contract agreed rates excepted

Costs = non recoverable, bought-in charges and fees