

Terms and Conditions of Booking

Please read these terms carefully, and print or save a copy of them for your reference.

The website www.recbedford.co.uk is owned and operated by:

Rothsay Education Centre (Bedford) Limited
6 Rothsay Gardens
Bedford
MK40 3QB

Registered Charity (No: 1063950) & Company Limited by Guarantee (No: 3413269)

Email: admin@recbedford.co.uk
Tel: 01234 302203/4

If you need to contact us or in case of complaint please use the details above.
We may refer to ourselves as the Centre or REC.

Bookings, Payment, Cancellation and Refunds

Bookings and payments can be made online, by phone, by post or in person:

		Online	Phone	Post	In Person
How to book		Via the website recbedford.co.uk	Call 01234 302203 or 302204	Send enrolment form & payment to the Centre	Come to the Centre
How to Pay	Card*	✓	✓	✓	✓
	Cheque			✓	✓
	Cash				✓
Booking Confirmation		Immediate online and by email	By email or by post		By email or hard copy printout
Cancellations**		Accepted within 14 full working days of booking confirmation, or until course/activity starts if booking within 14 days.			
		After 14 working days in exceptional circumstances by management discretion.			
		Cancellations not permitted once the course/activity has commenced.			
Refunds***		Maximum within 30 days of accepting cancellation (usually straight away). By same method as original payment only.			

Full payment is required at the time of booking. Cheques payable to REC (Bedford) Ltd.

* We accept all major UK credit and debit cards. American Express not accepted.

** Cancellation requests must be received in writing either by email, website contact form or by post. We are unable to accept cancellations by phone.

*** Refunds which have been granted by management discretion will be subject to a 20% handling fee to cover costs. We may instead offer a voucher to be used against future bookings. See also *Members and Membership*.

Whilst we try to be as accurate as possible, errors can sometimes occur. All information is provided in good faith. In the unlikely event that we have made a pricing or availability mistake, we will advise you of this and offer you a refund.

We will always make best efforts to ensure that courses/events proceed as advertised and planned. The viability of courses/events is based on minimum numbers attending and the availability of tutors, staff, volunteers, venues etc.

Continued overleaf/

THE ROTHSAY EDUCATION CENTRE (BEDFORD) LTD

6 Rothsay Gardens, Bedford, MK40 3QB

www.recbedford.co.uk

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Tel: 01234 302203/4

E-mail: admin@recbedford.co.uk

We may alter/cancel a course/event in whole or in part if for example there are insufficient enrolments or if there is a problem with the tutor or venue or due to severe weather. In the event of cancellation we will attempt to notify you in advance and offer you an appropriate alternative or refund.

We are not responsible if we are unable to contact you using the information you provide at the time of booking.

We do not accept responsibility if you are unable to attend any courses/events booked.

Members and Membership

Membership of REC is required to use the Centre facilities and attend courses/events. Under no circumstances will you be permitted to participate in any courses/events without a valid membership.

If you book without a valid membership we may contact you and ask you to become a member, although we are not obliged to do so. Bookings made without a valid membership are liable to be cancelled and refunded, minus a 20% handling fee.

Membership commences upon payment through to the end of the academic year. Some short courses require only a temporary membership which is valid for the duration of the course only and included in the non-membership cost.

All members are expected to conduct themselves in a proper manner whilst enjoying the benefits of membership. Threatening, abusive or severely disruptive behaviour will not be tolerated and may result in membership being suspended or withdrawn.

Discrimination

REC does not discriminate on any grounds, including but not limited to, age, race, gender, religion, marital status, sexual orientation or disability. Members are expected to respect these values whilst on the premises or participating in courses/events.

Privacy and Data Protection

We are totally committed to protecting your privacy. We will only use the information that we collect about you in accordance with prevailing Data Protection legislation.

We will not sell or otherwise disclose your contact information to any third party other than for order processing, unless required to do so by law.

Data relating to your order and your personal data may be stored in electronic and or paper form. We may use this information to:

- Process your order
- Contact you in relation to your order
- Contact you to inform you of changes / cancellations

We may also use your data in anonymised form for statistical analysis.

We may contact you by email with marketing information (offers, promotions, courses, events etc) only if you elect for us to do so at the time of booking.

Cookies are used on the online booking system of the website to keep track of the contents of your shopping cart.

Payment Security

Online card transactions are processed securely by our merchant service provider Sagepay. Your card number will be encrypted when your order is placed and our merchant providers then inform us, via the encryption system, the outcome of that transaction.

Telephone, Postal and In-Person Orders - we do not store any payment card details. Once used for the purpose of processing your order all financial details are destroyed.

Acceptance and Jurisdiction

A legally binding contract is concluded when you receive a booking confirmation. You must be over 18 and legally capable of entering into this contract.

By placing an order with us you agree to and accept these terms which are subject to the laws of England and Wales. These terms do not affect your legal rights.

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Have you considered booking online via our website?

If you can pay by card you will find the process quick and convenient. It is much more secure than payments by post. Your place will be secured and confirmed immediately.

Please refer to Terms and Conditions of Booking

Gift Aid

If you are a UK tax payer, we are able to reclaim tax at no extra cost to you. Please indicate your willingness to Gift Aid by ticking the box and adding your signature and date.

Gift Aid Declaration

I would like the REC (Bedford) Ltd to reclaim the tax on any donations that I make. I have paid an amount of UK income or Capital Gains Tax at least equal to any tax claim.

Please tick box

Signature.....Date.....

Mailing List

I would like to be informed about REC events, courses, offers etc by email

Please sign below to acknowledge acceptance of the Terms and Conditions of Booking

Signature.....Date.....

Data Protection

Some information may be held by the REC for REC purposes only. This information will never be sold or passed to third parties.

Enrolments & Membership

Enrolment to all courses requires membership. If you are not a current member and have not purchased a membership your booking is liable to be cancelled.

Cancellations & Refunds

You are entitled to cancel and receive a full refund within 14 working days, or until the course has commenced if booking within 14 days. (Please see full Terms & Conditions)

Please bring or post the completed form to the Centre

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Please complete details below in **BLOCK CAPITALS**

Surname.....Mr/Mrs/Miss/Ms/Dr/Other.....

Forenames.....

Address.....

.....Post Code.....

Tel No:.....E-mail.....

(your receipt will be sent by email)

Course number	Course title	Fee
MEMB 17/18	Annual Membership * see note re Gift Aid	39.00

CHEQUES PAYABLE TO REC (BEDFORD) LTD

VERY IMPORTANT - Please read The Terms and Conditions of Booking and sign accordingly

Total Cost: £.....

You will receive a booking confirmation by post or email (please provide an email address)

Contact in case of emergency – very important that we have this information	
Name.....	Tel No.....

Where did you hear about the REC?

Payment Card Details (please use a debit card wherever possible to keep our costs down):

- Visa Debit
 Visa Credit
 Electron
 Mastercard

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Name on card..... Amount to be paid: £.....

Enter whichever information is present on your card: Valid from:...../...../..... **OR** Issue no:

Expiry Date:...../...../.....

ALL CARDS: 3 digit security code (on back of card):

Signed.....Date.....