



Creative Writing Courses Booking Form

Once this form has been correctly completed and returned to Creative Writing Courses (hereinafter referred to as CWC) and the booking has been confirmed, CWC undertakes to provide the course as specified on the CWC website (www.creative-writing-courses.co.uk) to the client in line with the CWC Terms and conditions* (see below).

Course Title	
Course Date	
Course Code	

Please book a place on the above course for the person named hereunder:

Surname	First Name/Usual Name	Group Name **

** The Group Name is for block bookings. Block bookings are where 4 or more people do the course as a group. If this is part of a block booking, please use the surname of one of the group as the Group Name. See the website (www.creative-writing-courses.co.uk) for details of the discounts available.

Address:		Post Code:	
Phone (Required in case there is a problem with your email) :			
(day)		(eve)	
(mobile)		(mobile)	
Email address:			

- a) Give the name, relationship to yourself, address and telephone number(s) of the person you would wish to be contacted in case of an emergency:

First Name:		Surname:		Relationship:		
Address:					Post Code:	
Phone: (day)		(eve)		(mobile)		

- b) Please give details of any medical or physical condition of which we ought to be aware:

- c) Please indicate if there is any particular aspect of this course about which you feel you might need extra help or information:

- d) Special requests: e.g. diet, shared room, booking for a non-participating partner, difficulty with stairs etc. *(special requests cannot be guaranteed and are subject to availability)*
Please enquire about rates for non-participating partners.

- e) Where did you first hear about this course? Please tick.

Google Search	
Link from another website	
Recommended by colleague	
Through forum/group (please specify under Details)	
Other (please specify under Details)	
Details	

How long have you been writing?Years

Have you had any of your work published? Yes/ No

Will you be submitting an Mss* (see below for requirements) for the 1 to 1 sessions? Yes/ No

Fees

If you are taking advantage of any of our special offers please quote the details:

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Please enter the total fee payable to Creative Writing Courses (if you are unsure about this amount please contact us at info@creative-writing-courses.co.uk first and we will calculate the correct amount for you.)

Your Agreement

I enclose a cheque for £..... to cover the required deposit of £50.00 per person, or the full payment of £..... per person, made payable to **Th_ink Group**.

I have read and understood the Booking Conditions* provided (see below).

I am authorised to accept the conditions of the booking as specified.

<u>Signature</u>		<u>Name</u> Please Print		<u>Date</u>	
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Return this form along with your payment to:
 Th_ink Group
 140 Nutbeem Road
 Eastleigh

If you experience any difficulties completing the form, please do not hesitate to email us at info@creative-writing-courses.co.uk.

You should receive confirmation of your booking and further instructions within 48 hours. Please contact us if you think there has been a problem with your booking.

***Booking Conditions**

All possible care is taken to see that you have a happy and successful experience with CWC. The booking conditions below seek to explain as clearly as possible the responsibility undertaken between us when you make, and we accept, a booking.

Guarantees

These courses are for the purpose of improving your writing ability and thereby increasing the chances of your work being published. CWC cannot however guarantee that anyone taking part in any CWC course will automatically be successful in getting their work published.

Once the booking has been confirmed in writing, we guarantee that we will not increase the price of the course.

We promise to ensure that all parts of the course we have agreed to arrange as part of our contract are provided to a reasonable standard and in accordance with that contract. We accept responsibility for any personal injury or death caused to you as a result of the **proven negligent acts** and/or omissions of CWC staff. CWC shall not be liable for any damages caused by the total or partial failure to carry out the contract if such failure is:

- attributable to the participant or any member of his or her party,
or
- the fault of a third party unconnected to the company
or
- a result of unusual or unforeseen circumstances beyond the control of CWC or the supplier of the service in question which could not have been predicted or avoided even after taking all reasonable care
or
- the fault of any person who was not carrying out work for CWC (generally or in particular) at the time.

Where CWC is found to be liable for damages in respect of its failure to carry out the contract the maximum amount of such damages will be limited to the price paid for the course. Where the damages relate to the provision of accommodation, any compensation payable will be further limited by the Paris Convention 1962. Any arrangements made by the participant that are not part of the training weekend are entirely at his or her own risk.

Deposit Payments

A deposit payment of £50 must be made at the time of the booking in order to secure a place on the course. This amount is non refundable.

Data Protection

In order to process your booking and ensure that your booking arrangements run smoothly, we need to use the information you provide such as name, address, any special needs/dietary requirements etc. This information must be passed on to the relevant suppliers such as accommodation providers etc. We take full responsibility for ensuring that proper security measures are in place to protect your information whilst in our hands.

Data Protection Information submitted in this form will be stored and processed electronically for the purposes of delivering course services, supplying information and to enable statistical analysis. Data may be passed to other parts of the organisation, our partners or contractors operating on our behalf to enable this to take place. If you have any questions about how the information will be used please contact us.

Cancellation policy

Any cancellations must be received in writing. Please address all correspondence to:

Th_ink Group
140 Nutbeem Road
Eastleigh
SO50 5JT

- For cancellations made more than 31 days before the start of the course, you will receive a refund less an administration fee of £50.
- If you cancel less than 31 days before the course, or do not attend on the day, you will be charged the full course fee.
- You may transfer your place to a friend or relation subject to our prior agreement.

We can accept no responsibility for cancellation charges arising from correspondence delayed or lost in the post.

However, if we are able to resell your original booking, no cancellation charge will be payable.

Changes to the Advertised Course

We reserve the right to make changes or cancellations to the course if necessary.

Provided all monies have been paid we will not cancel your course unless we are forced to do so either:

- due to unusual and unforeseeable circumstances beyond our control which could not be avoided even with all due care having been exercised, or what is usually known as "force majeure" (see below) or
- because the minimum number of bookings needed to operate the course has not been reached. In this case participants will be notified of the cancellation as soon as possible.

Should the course be cancelled by CWC you will receive a full refund without interest. We will NOT pay any compensation or be liable to refund you any incidental expenses that you may have incurred as a result of your booking. For bookings from overseas this includes visas, vaccinations, non-refundable connecting flights etc.

Circumstances may require some changes to be made at any time to the particulars of your course outline. Any such changes will be held to be of a minor nature. We will not materially change the value of the course and the original theme will be retained.

The course outlines given for each day must therefore be taken as an indication of what is to be accomplished and not as a contractual obligation. Changes in the course outlines may be caused by local conditions, mechanical breakdown, weather, sickness or other unforeseen circumstances. No refund will be given for services not utilised. It is a fundamental condition of joining the course that a participant accepts the need for this flexibility and acknowledges that alterations and their results, such as inconvenience, discomfort or disappointment, are possible.

It is necessary that a participant abides by the authority of, and co-operates with, the organisers, and their agents/representatives. Signing the booking form signifies the participant's agreement to this, and we reserve the right to terminate without notice the course arrangements of any participant who commits an illegal act when or whose behaviour is such that it is likely, or that of any accommodation owner or manager, or other person in authority, to cause distress, danger, damage or annoyance to other customers, employees, property or to any third party. In all cases we will be under no obligation whatsoever for any costs incurred, and the participant concerned shall not be entitled to any refund.

Pre-existing medical conditions, whether or not these are controlled by medication or are currently dormant, must be declared before booking. CWC shall not be responsible if any participant is unfit for the course. Any participant suffering from diabetes or any other condition requiring medication shall ensure that CWC is aware of this. It remains the responsibility of each participant to disclose the existence of such a medical condition. CWC will not be held responsible for any failure to do so.

We place the bookings on a first come first served basis so should your booking form arrive shortly after a course has been fully booked we will notify you immediately and return any monies paid by you without prejudice.

1 to 1 Critique Sessions

If you are submitting work to be assessed for a 1 to 1 session with one of our authors the following rules will apply without exception:

1. You can only submit your work for free assessment if the course you are booking on includes this service
2. Only submit the first chapter (or a maximum of 5,000 words if you have a short first chapter). Mss longer than 5,000 words will only have the first 5,000 words read.
3. If you send in digital versions there will be an additional charge of £10 to cover printing costs
4. All Mss should be sent to CWC, c/o 140 Nutbeem Road, Eastleigh, SO50 5JT.
5. Mss must be received by CWC at least 21 days before the start of the course or they may not be read. We suggest that you send the Mss well in advance of the course start date to avoid disappointment.

Complaints

In the event of problems arising during the course, participants should try to resolve them directly with CWC staff, and/or their agents/representatives. If the problem cannot be resolved at this time an incident report form will be completed, a copy of which will be given to you. You should write to:

CWC
c/o 140 Nutbeem Road
Eastleigh
SO50 5JT

Give us full details of any complaint and enclose your copy of the incident report form. This letter must be received by CWC within 21 days of the end of the course. We will then do our best to arrive at an amicable solution.

If, despite our best efforts and having followed the above procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled, we recommend that it be referred for arbitration.

Special requests

Any special requests made on your booking form are noted, and though we do our very best to comply with these we cannot guarantee they will be provided.

Force majeure

This is the term applied to unusual and unforeseeable circumstances that are beyond our control. Compensation payments do not apply to changes, cancellations or curtailment caused by reason of war, threat of war, riots, civil strife, terrorist activities, industrial disputes, natural or nuclear disaster, fire, adverse weather conditions, floods etc or similar events. We cannot accept responsibility where the performance or prompt performance of our contract with you is prevented or affected as a result of such circumstances.

Marketing

Photographs, likenesses or images of participants secured or taken on any of our training weekends may be used by the company without charge in all media for bona fide promotional or marketing purposes.