



## Booking Terms and Conditions

### 1. Completion of the booking:

- i. To reserve a place on a Pavelka Retreat 2019 with Jessie Pavelka the Client must complete the online booking form and pay the full amount of the event.
- ii. The invoice will state when the Client must make payment of balance due. Pavelka Ltd may cancel the booking if the balance is not paid by the due date shown on the invoice.

### 2. Cancellation or changes made by the client:

- i. If the Client needs to cancel the booking they must tell Pavelka Ltd by email ([office@pavelka.co.uk](mailto:office@pavelka.co.uk)) as soon as possible.
- ii. Cancellation by the client within the 14 days cooling off period will render a full refund. If the Client cancels after this date, they must pay the retreat cancellation charges as follows:
  - a) Cancellations 181 days or more before Event Start Date - £247.50
  - b) Cancellations 180 - 91 days before Event Start Date - £412.50
  - c) Cancellations 90 - 61 days before Event Start Date - £825.00
  - d) Cancellations 60 - 31 days before Event Start Date - £1,155.00
  - e) Cancellations 30 - 14 days before Events Start Date - £1,402.50
  - f) Cancellations less than 14 days before Event Start Date - 100%
- iii. Pavelka Ltd will try to re-sell the place that the Client has cancelled. If Pavelka Ltd is able to re-book this event, it will deduct any revenue received from the cancellation charges payable by the Client.
- iv. Anyone not attending the event booked will be considered as a cancellation.

### 3. Cancellation by Pavelka Ltd:

- i. Pavelka Ltd may cancel bookings under the following circumstances:
  - a) if Jessie Pavelka is unable to attend due to circumstances outside of his control. In this situation the event will be rescheduled. If the client is unable to attend the rescheduled event a full refund will be given.
  - b) Should the venue cancel for any reason, Pavelka Ltd will reschedule the event. If the client is unable to attend the rescheduled event a full refund will be given.



#### 4. General:

i. Pavelka Ltd will take all reasonable steps to fulfil the booking to the best of its ability and in accordance with the details provided. However, it reserves the right to provide alternative services of at least an equivalent standard at no additional costs to the Client.

ii. The Client shall not be entitled to assign the booking to any third party unless agreed with Pavelka Ltd.

iii. The Client must adhere to the terms and conditions relating to the guests use of the relevant Hotel. Pavelka Ltd reserves the right to pass on to the Client any additional costs incurred by them in respect of goods and services requested during the course of the function or caused by the Client not adhering to the agreed terms of services.

iv. Whilst Pavelka Ltd has taken all reasonable steps to ensure that the information contained in its brochures, tariffs, leaflets and advertisements is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without prior notice if necessary.

v. Notwithstanding anything contained in these Terms and Conditions, Pavelka Ltd will not be liable for any failure to perform its obligations to the Client in whole or part as a result of any of the following circumstances within the Hotel and/or Pavelka Ltd:

- a) Strikes
- b) Other industrial action(s)
- c) Civil unrest, dispute or commotion
- d) Fire, lightning, explosion, malicious damage, extreme weather conditions, storm, flood, burst pipes, earthquake, or terrorism
- e) Interruption or failure of electricity, gas, oil or water supplies outside the control of the Company
- f) Act of God
- g) Legal action against the Hotel, not resulting from its negligence, preventing the supply of services

vi. No variation of these Terms and Conditions shall be effective unless in writing and agreed on behalf of both Pavelka Ltd and the Client. In the event of any discrepancy between these Terms & Conditions and the contract or any other document, these Terms & Conditions will prevail.