**Booking and terms and conditions form for Harmony Haven Group**

**Please complete and return to:** **info@harmony-haven-group.com** **Tel: 07825266580**

**Participant Details:**

|  |  |
| --- | --- |
| Surname: | First Names: |
| Home Address: |  |
| Home Country: |  |
| Home Phone: | Mobile Phone: |
| Email: |  |
| Gender: | Date of Birth: |

**Medical Details:**

|  |
| --- |
| Do you suffer from epilepsy, asthma, back problems, or other chronic illnesses? **[ ] N [ ] Y** |
| If yes, please give details: |
| Do you have any serious heart, lung, or kidney problems? If yes, please give details: **[ ] N [ ] Y** |
|  |
| Have you had any major illness or surgery in the last 3 years? If yes, please give details: **[ ] N [ ] Y** |
|  |
| Do you have any physical limitations/disabilities? If yes, please give details: **[ ] N [ ] Y** |
|  |
| Have you ever had any emotional/anxiety problems? If yes, please give details: **[ ] N [ ] Y** |
|  |
| Do you regularly take any prescription medications? If yes, please give details: **[ ] N [ ] Y** |
|  |
| Do you have any allergies? If yes, please give details: **[ ] N [ ] Y** |
|  |
| **Specific Dietary Requirements:** |
|  |

**Please give some background about yourself.**

|  |
| --- |
|  |

**Please share a brief outline of any therapeutic experience you may have, if you are willing.**

|  |
| --- |
|  |

**Emergency Details:**

|  |
| --- |
| **Next of Kin –** Please note that this person should not be on the trip with you. |
| **Name:** | **Their relationship to you:** |
| **Address:** |  |
| **Daytime Phone:** | **Evening Phone:** |
| **Mobile Phone:** | **Email:** |
| **Doctor’s Name:** | **Doctor’s Phone:** |
| **Surgery Address:** |  |

**Date of Therapy session:**

|  |
| --- |
|  |

**Alternate date:**

|  |
| --- |
|  |

**Declaration:**

By submitting this booking, you confirm that you accept the Terms and Conditions that we sent to you with this booking form. Please read these carefully before completing your booking.

You are responsible for your well-being and safety on this walk.

I acknowledge that outdoor activities in natural areas entail known and unanticipated risks that could result in injury.

I agree and promise to accept responsibility for my safety and well-being during this activity. I understand that at any time I may opt not to participate in any part of the activity should I feel that it is not safe, or simply that I do not want to participate for any reason.

I voluntarily release and hold harmless Harmony Haven group practitioner Penny Heard, who is acting as the practitioner on this walk, from any claims of liability which are in any way connected with my participation in this activity.

If I have a medical condition or health concern that I think the practitioner should be aware of, I will verbally inform them at the beginning of the session.

Harmony Haven Group may take photographs of you and your group on this walk. We would like your permission to use these photographs in promotional materials which may include social media, website, printed flyers and books, and videos. We are sometimes asked by news reporting agencies and publications to provide photos for articles they are writing about nature connection topics. We do this at no charge. We promise to carefully select photographs that show you in a way that you are confident you will like. If you are not comfortable with having photos that include you taken and possibly used in these ways, we prefer that you mark “No” in the box below; we want you to have a relaxed and stress-free experience on your walk.

* Yes, you may take photographs of me and use them as described above.
* No, I prefer not to be photographed.

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**If under 18, Signature of Parent or Legal Guardian**

Harmony Haven Group would like to keep you up-to-date about ongoing sessions and news.

Please tick as appropriate *if you do* ***not*** *wish us* to contact you by

 post [ ],

 email [ ],

phone [ ]

**Please return the completed booking form:**

Info@harmony-haven-group.com

Tel: 07825266580.

**Terms and conditions for booking therapy sessions with**

**Harmony Haven group**

**Booking**

1. Provisional bookings can be made over the telephone or e-mail, but must be confirmed within 14 days by returning a completed and signed booking form by e-mail with the booking fee or deposit paid.
2. On receiving a signed booking form, Harmony Haven Group will send you confirmation of your booking, and full booking terms and conditions will apply.

**Payment terms**

1. A non-returnable deposit of £20 **per person** must accompany the booking form.
2. Total payment of the session fees is payable **10 days** before the session start date.
3. If the session is booked less than 10 days before the session date, the total amount must accompany the booking form.
4. In the event of a balance not being paid, Harmony Haven Group will have the discretion to treat the booking as cancelled by the client, and cancellation fees will apply.

**Payment**

1. Bank transfer to Harmony Haven Group,

Sort Code: 60-82-71,

Account number: 11629743.

Please quote your name as a reference.

**Cancellation**

Should you wish to cancel a booking, the following fees will apply.

|  |  |
| --- | --- |
| Days before the session start date | Cancellation charges based on full session fees |
| Below 10 days | No refund |
| 10-20 Days | 50% refund |
| 20+ Days | 15% or alternative dates booked within 6 months |

**Cancellation by Harmon Haven Group**

We try never to cancel a confirmed booking, but reserve the right to do so in the event of unforeseen circumstances. Harmony Haven will notify you as soon as practicable when we believe on reasonable grounds that cancellation is necessary. If we cancel a confirmed booking before your activity, Harmony Haven Group will firstly offer an alternative available date or fully refund the session fees paid.

**Changing your booking**

If you wish to alter details submitted on the booking form after confirmation, you may do so by email or by telephone; however, we cannot guarantee that we will be able to meet your request. When amendments have been made, Harmony Haven Group will confirm your alteration by email and alterations to the programme fees.

**If we change a booking**

Due to the nature of some outdoor activities, we reserve the right to alter a programme itinerary or substitute an activity with one of equal financial value.

**Full Harmony Haven Group Terms and Conditions**

**Please read these terms and conditions carefully before completing and returning our booking form.**

1. Once a completed booking form has been accepted by Harmony Haven Group, all persons named on the booking form (hereafter referred to be known as “participant(s)”) will have entered into a binding contract on the basis of these terms and conditions. If you have any questions, please contact us for a chat and clarification.
2. The Harmony Haven Group organises several different activities, whilst Harmony Haven Group uses its best endeavours to ensure the accuracy of all information supplied, details of all activities are given in good faith, Harmony Haven Group gives no warranty as to their accuracy and does not accept any responsibility or liability for any loss or damage resulting from information given or statements made whether in writing or verbally.
3. Harmony Haven Group carries its own liability insurance and separate indemnity forms. Individuals are required to purchase insurance to cover loss/damage to personal equipment and cancellation caused beyond our control.
4. Harmony Haven Group gives no guarantee/warranty to the state/condition of the landowner’s property on which Harmony Haven Group conducts activities. Nor Harmony Haven Group be liable either for any act/default on part of the owner(s) or any other person(s) or breakdown of any property(ies), nor for any accident(s), damage, loss, injury(s), expense or inconvenience whether to person/property which the participant(s) or any other person(s) may suffer/incur whilst on a therapy session.
5. Participant(s) state they are fully aware that “activities”, even under the safest conditions possible, may have risk(s) involved and that Harmony Haven Group will take every precaution possible to ensure a safe environment as is reasonably possible, the participant(s) hereby agree(s) to accept full responsibility and assume all risk(s), including those caused by acts of God, of injury, death and/or loss to his/her person and/or property, knowingly and voluntarily.
6. The participant(s) knowingly, voluntarily and irrevocably waives any past, present and/or future claims, demands and courses of action which the participant(s) now has or may have in the future against all officers, employees, guides or practitioners or other participants while on the premises hired to Harmony Haven group for instruction, for any past, present, and/or future injuries, death, loss including those caused by acts of God, received while participating in activities organised by Harmony Haven Group, as a participant, spectator, and/or visitor, or in any other manner or form, taking part in activities.
7. The participant(s) certifies that he/she is physically capable of participating in walking therapy sessions organised by the Harmony Haven Group despite the rigours and risks that may be inherent in such an undertaking.
8. Harmony Haven Group reserves the right to alter dates and or location of walking therapy sessions. If this becomes necessary, Harmony Haven Group will endeavour to inform relevant parties as soon as possible.
9. The participant(s) accepts that the balance of all fees must be paid in full 10 days before the walking therapy session.
10. If the participant cancels at 10 -20 days before the walking therapy session date, there is a 50% cancellation charge based on full session fees. If the participant cancels 10 days or less, up to the day of the session, a 100% cancellation charge based on the session fee applies. All cancellations must be by email.
11. Whilst every effort is made to limit prices to those given in the booking form and or other documentation, Harmony Haven Group reserves the right to alter prices should costs in organising sessions increase for reasons beyond its reasonable control. If a price is altered, the participant(s) will be notified as soon as reasonably possible, and the balance of the altered price will be payable on the same terms as the original price.
12. In the unlikely event that a participant(s) has cause for complaint, Harmony Haven Group would appreciate that it is brought to the attention of the Harmony Haven Group representative during the session, so that corrective action can be taken. However, should a problem not be resolved, a complaint should be made in writing within 28 days of the Session’s completion. To the extent permitted, Harmony Haven Group will not be liable in respect of claims first intimated later than 28 days from the close of the relevant walking session.
13. The person signing the booking form shall be deemed to sign that form for his/herself and as an agent for all others persons/parties listed on that form/nominal roll and is acting for and on behalf of all persons including those substituted or who join the party at a later date as participant(s) and or visitor(s) and warrants that he/she is appointed agent for that purpose.
14. The person signing the booking form is responsible for ensuring that all persons in the package comply with the terms and conditions in all aspects.
15. Any dispute arising out of these terms and conditions shall be dealt with exclusively under and subject only to English Law.