

# Terms & Conditions

By making the booking you are agreeing to the following:

You have read through the Terms & Conditions and agree to them.

Full payment is payable and time of booking. Before your arrival you will receive a welcome pack with more details of your Craft Retreat.

## Prices & Payment

Prices are fully inclusive. The prices are fixed in sterling and payment in currency can be made by direct bank transfer.

The price includes all materials and tuition, all meals (except for evening meal), goody bag, 2 nights accommodation and breakfast and full use of all craft equipment supplied by Karelia House.

Prices also include a Highland Safari Experience and Massage Treatment from the list provided.

## Confirmation

Upon receipt of payment, we will send you a confirmation. This will be a formal acceptance of your booking. Please check all details and inform us of any corrections. We recommend that you have holiday insurance at the time of the booking.

## Cancellations

If you wish to cancel a booking, you should advise us by telephone and confirm the cancellation. If the cancellation is less than 28 days before the date of the retreat, you are liable for the full cost of the retreat. However, we will endeavour to fill your place on the retreat, and will refund the cost of the retreat less costs incurred.

If you are unable to attend, you can always send a friend in your place. Just let us know their details prior to the retreat date.

In the unlikely event we have to cancel the Craft Retreat at Karelia House, or if we are unable to meet the minimum number of participants needed to run the retreat, we will endeavour to give you as much notice as possible. We will refund the booking payment in full of transfer your booking to another Craft Retreat. We cannot accept responsibility for any other costs or expenses.

## Accommodation

If you would like us to source a particular accommodation for instance a self-catering cottage, or have any special requirements, please contact us directly and we will do our best to provide this for you.