

# MERCIA MASSAGE CLINIC AND ACADEMY

Highland View, Sutton St Nicholas, Hereford. HR1 3AZ Tel:07858137889

[www.wendymills.co.uk](http://www.wendymills.co.uk)

[hello@wendymills.co.uk](mailto:hello@wendymills.co.uk)



## Terms and Conditions of Sale

*All bookings made for courses run by WENDY MILLS (Instructor ID 2051) are subject to the following Terms and Conditions of Sale. If you have any queries regarding these please call me on 07858 137889 or email [hello@wendymills.co.uk](mailto:hello@wendymills.co.uk).*

### Payment

I accept payment in sterling by direct bank transfer or a link can be provided for card payment. All payments received (in whatever form) are non refundable except in the circumstances described in the **Cancellations** policy.

### Course Bookings

Bookings can be made by contacting me on 07858 137889 or emailing [hello@wendymills.co.uk](mailto:hello@wendymills.co.uk). Bookings must be made by the date indicated on the booking form. Generally, payment in full is required on booking for courses. In exceptional circumstances a non-refundable deposit may be taken to reserve a place, the place only being confirmed when payment in full is received.

Once a booking has been confirmed you may only cancel in accordance with the **Transfers and Cancellations** policies below.

You agree to indemnify and hold harmless me (WENDY MILLS), my officers, employees and agents from and against any claims, actions or demands, including without limitation reasonable legal and accounting fees, alleging or resulting from your use of any online content, services or your breach of the terms of these Terms and Conditions.

### Course Transfers

Requests to transfer to alternative course dates should be made by contacting me on 07858 137889, are subject to availability, may incur a transfer fee and will only be offered once.

### Cancellations

#### Course Cancellation

After the initial 14-day statutory cooling off period, any fees paid for courses booked at a special offer price are non refundable under any circumstances.

Any course booked and paid for at the full course price and cancelled more than 6 weeks before the course is eligible for a refund in full of course fees paid subject to a £25 administration fee. Any fees paid for a course cancelled within 6 weeks of the course are non refundable.

Any course cancelled by me will receive a full refund of course fees.

### Copyright

The copyright of all materials (where that copyright lies with the *NO HANDS* Massage Company and Gerry Pyves or with other persons) must always be observed. Such materials may not be reproduced whether in whole or part by any method whatsoever without prior written permission from the appropriate persons.

### Disabilities, Religious and Special Needs Delegates

*NO HANDS* Massage is a zero-strain approach to massage that involves full body movement from the practitioner. Delegates with specific health and/or religious requirements should notify me at the time of booking. I will make reasonable efforts to meet a delegate's needs. However, there may be occasions where such needs cannot be met due to time, venue, financial and/or other constraints outside my control.

### Disputes and complaints

Any concerns you have in relation to a booking should be raised with me as soon as possible. Wherever possible we will seek a mutually acceptable resolution. All disputes which cannot be resolved through direct communication are subject to consideration under UK law.