



“**Company**” means Paper Fox Events Ltd.

“**Personal Data**” means personal data as defined under the act

“**Fees**” means the fees set out or calculated in accordance with the rates or charges as advertised on our website and booking form

“**Customer**” means the person attending the event

“**Event**” means crop, escape, retreat, class

“**venue**” means the hotel where the event is taking place

“**Goods**” means kits, goody bags, product provided as part of an event

Price and Payment

1. To book on any Company event the customer is required to complete the appropriate booking form on the Company official website. Upon receipt of the completed booking form, the Company will issue an invoice to the customer which will then be sent an invoice for the deposit element portion of the fee or full payment, if booking within six weeks of the event start date. The Company will issue a reminder the balance approximately six weeks before the event.
2. Payments must be paid within 48 hours of receipt, or the place will not be held.
3. Bookings are only confirmed once payment has been received.
4. The customer shall pay fees and abide by the payment terms and methods of payments will be clearly detailed on the booking form.
5. For bookings made within six weeks of the event starting, full payment is required immediately on receipt of invoice.
6. The initial deposit is non-refundable or transferable.
7. All goods remain the property of the Company until full payment is received by the Company.

Liabilities & Responsibilities

1. The customer is responsible for booking accommodation with the hotel if required. Any changes to those arrangements are the customer’s responsibility.
2. The company, its employees or representatives shall not be liable or responsible for any loss, theft, or damage to personal property. Furthermore, the company will also not be liable for damage or injury to persons. This includes items that are left in the event room unattended.
3. The venue is responsible for any required risk assessments. The onus is on the customer to ensure that they do not cause any potential harm to those around them such as trip hazards, electrical shock, etc.
4. The venue is responsible for complying with all relevant health and safety requirements.



Cancellations

1. Cancellation by the Company

The Company reserves the right to cancel any booking without liability. In the event that the Company cancels an event or booking, the Customer will receive a full refund of all event fees paid to the Company. No further compensation shall be payable.

2. Cancellation by the Customer – More Than Six Weeks' Notice

If the Customer cancels their booking more than six (6) weeks prior to the first day of the event, a £60 administration fee will be retained to cover administrative costs incurred. Any monies paid in excess of this administration fee will be refunded. If the customer cancels within the six week period and the full balance has been paid, the Company will ensure that any products such as 'goody bags' are posted to the customer after the event.

3. Cancellation by the Customer – Within Six Weeks of the Event

If the Customer cancels their booking within six (6) weeks of the first day of the event, all monies paid are non-refundable.

Where possible, the Company may attempt to re-advertise and fill the cancelled place. If the Company is successful in reselling the space, a 25% administration surcharge will be deducted from the total event fee (in addition to the non-refundable booking deposit). Any remaining balance may be transferred as credit towards a future event or used against the Company's products. The original booking deposit remains non-refundable in all circumstances.

4. Customer-Arranged Replacement

If the Customer is unable to attend the event, they may request that a suitable replacement attend in their place. Any replacement attendee must be approved in advance by the Company, and the Customer must obtain prior written consent from the Company before making any such arrangement. The Company reserves the absolute right to approve or decline any proposed replacement at its discretion.

Customers are strictly prohibited from advertising, reselling, transferring, or offering their place for sale on social media, online marketplaces, community groups, or through other crafting businesses or event organisers. This restriction is in place to ensure the Company maintains control over event attendance and the suitability of all participants.

All replacement arrangements must be coordinated directly with and approved by the Company before the event. Failure to comply with this requirement may result in the booking being cancelled without refund.

If a replacement attendee is approved by the Company, any financial arrangements must be settled privately between the original Customer and the replacement attendee. The Company accepts no responsibility for handling, facilitating, or mediating these private transactions.



The Company must be formally notified of any approved substitution prior to the event.

The original booking deposit remains non-refundable in all circumstances..

5. Event Materials, Kits and Products

Any event materials, including goody bags, kits, or other products associated with the event, remain payable in full regardless of attendance. If the Customer cancels within six (6) weeks of the event and their place is not filled, any applicable materials (such as goody bags or kits) will be posted to the Customer after the event at the Customer's expense and within a reasonable timeframe.

If the Customer's place is filled by a replacement attendee (either arranged by the Company or the Customer and approved by the Company), the goody bag and any event materials will be provided to the replacement attendee at the event.

6. Accommodation, Travel and Expenses

Any transport, hotel or additional expenses incurred by the customer it is the customer's responsibility and are not the responsibility of to recover these not the Company.

Force Majeure

Neither party shall be liable for event cancellation due to any pandemic, act of God, act of terrorism, war, strike, lock-out, industrial action, fire, flood, drought, tempest or any other event beyond the reasonable control of either party.

Should an event cancel then the Company will do its best endeavours to reschedule as soon as is possible. The Company will follow any government guidance and legislation that is in force at that time. However, any out-of-pocket cost such as kits, goody bags or other items will not be refunded but will be sent to you.

Personal Data

The Company has secure systems and processes in place to ensure customers data is held securely. Should you wish to find out more about how we protect your information you may request copies of the following Company documents:

- Information Protection Policy
- Subject Access Code of Practice
- Data Protection Systems
- GDPR Privacy Policy