

# HERITAGE SKILLS CENTRE AT LINCOLN CASTLE

## Terms and Conditions for Heritage Skills Centre Courses

### Your commitment to us

When you confirm your purchase, you are accepting these terms and conditions.

### Tickets

Prices are inclusive of any applicable taxes and there are no surcharges. Once you have paid, we will not increase the price of your tickets.

All bookings must be pre-paid in full.

Tickets purchased are only valid on the date that the booking was made for.

Please bring along your booking reference number and/or email print out.

### Cancellations

Cancellations by attendees up to 4 weeks prior to the course will be subject to a refund minus a 10% administration fee.

Any cancellations by attendees less than 4 weeks prior to the course will not be subject to a refund as standard.

In the event that the Heritage Skills Centre may have to postpone or cancel an event we will notify you via the contact details given on your booking form and arrange another suitable date or offer a full refund.

If we have to cancel a course/workshop we will not accept liability for any other costs incurred by the student other than the course/workshop fee.

### Clothing

Tutors may refuse participation to those whose footwear is deemed unsafe. Clothing requirements will be sent to you with confirmation of your course booking and are available on the online course pages.

### Gift Certificates

Gift Certificates are valid for 1 year from the time of purchase. They are only valid for courses at the Heritage Skills Centre and are not transferable to any Lincoln Castle event or ticket. Gift Certificates are only valid for one use only.

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## **Miscellaneous**

Standard course bookings are eligible for one complementary adult All Inclusive ticket for entry to Lincoln Castle. This ticket is valid for use on the day of the course can be used by the course participant, a friend or family member.

Drop In course bookings are not eligible for a complementary adult All Inclusive ticket for entry to Lincoln Castle.

Participants arriving more than 15 minutes after the stated course time may be asked to wait before entering the course to minimise disruption to other attendees.