

SNaB Terms and Conditions

Last updated June 2024



1. Course Eligibility

Our courses welcome folks of all building abilities, and our build sites are renowned for attracting wonderful, welcoming people. Participants must be 16 years or over.

2. Course Booking + Fees

All course fees must be paid in full, in advance of the course running. Course details and dates can be obtained from our website (<https://schoolofnaturalbuilding.co.uk/courses-2/>) or our ticketing platform (<https://buytickets.at/schoolofnaturalbuilding>).

Course bookings can be made using the TicketTailor (TT) platform or by emailing hello@schoolofnaturalbuilding.co.uk. If purchased through TT, the course fee must be paid in full to secure your place. If purchasing via email, payment must be received 14 days prior to the course commencing. For any participants booking within 14 days of the course commencing, payment must be made immediately.

Following the booking of a course, all participants are required to complete an attendee information form at least 7 days prior to the course commencing. Please refer to our [Privacy Policy](#).

3. Course Transfers

If you are unable to take up your place for any reason, you can transfer your place at no additional charge up to 14 days before the course commences. You will need to tell us your alternative course date, and in the event that there are no places available on your preferred alternative course date, a credit note will be issued to be used within 12 months on any future SNaB course.

One transfer to an alternative course will be allowed and in the event that you are unable to attend the agreed alternative course date, a refund will not be issued. At the discretion of SNaB, an additional course date maybe offered on the payment of an administration fee. SNaB will allow you to nominate a substitute participant in the event that you are unable to attend the course, as long as we are notified prior to the course commencing.

4. Course Cancellations

If you wish to cancel your place on the course, and you notify SNaB more than 14 days prior to the course commencing, we will give you a full refund minus an administration fee of 20% of the cost of your course. **If you cancel your place after this time, no refund will be paid.**

In the event that SNaB has to cancel a course, we will endeavour to notify you as soon as possible and a future course date will be offered. Alternatively, you will be entitled to a full refund with no administration fee applicable; however, SNaB will not be responsible for any additional costs incurred.

5. Non-Attendance

If you fail to attend the course, and you do not notify SNaB, the full course fee will remain payable and no transfer or refund will be given except in exceptional circumstances.

6. Attendance and Punctuality

Our highest priority is the education and experience of all of our participants. We endeavour to complete as much work as possible during a course, but never at the expense of participant's learning. Participants are expected to attend all scheduled sessions promptly. If a participant is unable to attend a session, advance notice should be given to the trainer.

The minimum attendance required to receive an attendance certificate are the following

- 5-day course - 80% (equivalent 4 days)
- 1-day course - 100%

7. Conduct and Behaviour

Participants are expected to conduct themselves in a professional and respectful manner. Any disruptive or inappropriate behaviour may result in removal from the course without a refund.

8. Amendments to our Terms & Conditions

SNaB is aware that some circumstances arise that are unavoidable. We therefore reserve the right to amend our Terms & Conditions on an individual basis.