

# bePractical Ltd Booking Terms & Conditions

## Making a Booking

Bookings may be made by email: [diy@bepractical.co.uk](mailto:diy@bepractical.co.uk)

By Telephone: **0117 462 4161**

Or Online. You will be taking through to our Booking Service, **Bookwhen.com**, who process all our bookings

The course fee must be **paid in full** at the time of Booking

**bePractical Ltd** reserves the right to refuse any application before or during the course.

Students are responsible for assessing their own physical and learning suitability for the workshop. Please consult your doctor if you are in any doubt about your physical suitability for any of the courses. **bePractical Ltd** reserves the right to refuse acceptance of bookings at any time before or during the course where a student's attendance may seem unsuitable or impact the ability of **bePractical Ltd** to provide a safe and high level of service.

The term, "course" throughout these terms and conditions is deemed to include all courses, workshops or DIY Clubs run by **bePractical Ltd**.

## Cooling Off Period

If you change your mind about a course booking and contact us, in writing, within 14 days of the date of the booking confirmation to explain, you will be refunded in full. You will receive the refund within 30 days.

Outside of this time period, **we will charge a 10% admin fee** to cancel or transfer to another course.

## Cancellation Policy

### Cancellation by **bePractical Ltd**:

We reserve the right to cancel amend or reschedule any course at any time. In the event of this happening, you are entitled to a full refund of your fee, or a transfer of your course booking to another course (subject to availability).

We will notify you as soon as possible, if this happens. However, we cannot accept responsibility for associated costs or losses as a result of cancellations or changes; including, but not limited to, earnings, travel costs, accommodation costs etc. or for disappointment.

Please fill in a contact number when you book, which will only be used if we need to get in touch at short notice.

In the event of a cancellation of the course by **bePractical Ltd** part way through the course, you will be offered a place on the next available course or a pro-rata refund will be offered for the outstanding proportion of the course.

Cancellation by you:

If you cancel your booking **within 14 days** of the start date of your course **you are not entitled to receive a refund of your fee.**

If you cancel your course booking **more than 14 days** before the start date of your course **you are entitled to receive a full refund of your fee, less a 10% admin fee.**

## Refunds

If you cancel a course and are entitled to a refund, we will usually refund any money received from you using the same method originally used by you to pay for your purchase.

We will process the refund due to you as soon as possible and, in any event, within 30 days of the day we received your valid notice of cancellation.

## Booking on behalf of someone else

If you are making a booking for a third party to attend a course, they will be required to sign **bePractical Ltd's Liability Disclaimer** (see below) before the course starts

## Booking on behalf of a person Under 18

If you are booking for someone under the age of 18 years then an appropriate adult is required to be present at **bePractical Ltd's** premises, with that person at all times. The appropriate adult is required to sign **bePractical Ltd's Liability Disclaimer** before the course starts.

## Gift Vouchers

Vouchers for courses with us can be purchased online, are easy to redeem and are valid for **1 year** after purchase. We will email your voucher and code when we have processed your order. Refunds are possible up to 21 days from date of purchase, which would be issued to the purchaser only. Vouchers cannot be redeemed for cash.

## Complaints

Should you have any concerns about your course, workshop or DIY Club once it has started, please discuss these concerns with your tutor as soon as possible in the first instance. If you have a wider complaint or comment we are happy to receive your feedback and suggestions, please email us at [diy@bepractical.co.uk](mailto:diy@bepractical.co.uk)

## bePractical Ltd Liability Disclaimer

The activities conducted at **bePractical Ltd** involve the use of dangerous equipment and machinery, lifting and reaching. The activities present similar risks of injury and harm, and damage to property, as are present at any construction site or DIY project carried out at home.

By booking a course, workshop or DIY Club you acknowledge and accept that your participation in **bePractical Ltd** activities is entirely at your own risk and you knowingly assume this risk.

A health and safety talk will be given at the beginning of every course, workshop or DIY Club, and full instruction will be given on the safe use of tools every time a new one is introduced.

Course attendees must adhere to given Health and Safety guidelines and use safety equipment provided by **bePractical Ltd**. First aid supplies are available on site. All students are expected to work safely and be considerate towards the students working around them.

**bePractical Ltd** reserves the right to refuse acceptance of bookings at any time before or during the course, workshop or DIY Club where a student's attendance may seem unsuitable or impact the ability of **bePractical Ltd** to provide a safe and high level of service.

**bePractical Ltd** will not be held responsible for any injury, loss or damage as a result of visiting **bePractical Ltd** or attending the courses, workshops or DIY Clubs. **bePractical Ltd** cannot guarantee the level of skill each individual will attain during

or after the courses, workshops or DIY Clubs. We give no guarantee that by attending and/or completing the courses, workshops or DIY Clubs that you will experience success in any business or activity that you may carry on following the course, workshop or DIY Club.

BePractical Ltd is not responsible for any damages, defects, or remedial costs associated with any work performed by participants on our courses. We also offer no warranties, guarantees or quality assurance with relation to any work that a participant carries out subsequent to the course.

Students have the right to refuse to partake in any activity. No refund is available.

By booking a course, workshop or DIY Club with **bePractical Ltd**, you acknowledge and accept that:

1.1 your participation in **bePractical Ltd** activities is entirely at your own risk and you knowingly assume this risk.

1.2 you agree not to bring any claim against **bePractical Ltd**.

## Other Terms and Conditions

The material displayed free of charge on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we, and third parties connected to us hereby expressly exclude:

All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.

Any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

## Company Details

Company name: **bePractical Ltd**

Registered office: **20 Hamilton Road, Southville, Bristol BS3 1PB**

Company registration number: **13979710**

VAT No: **412186817**

Email address is: [diy@bepractical.co.uk](mailto:diy@bepractical.co.uk)