



Problem Solving for Schools Terms and Conditions

Booking

To make a booking please download, fill in and return the booking form or request one from info@problemsolvingforschools.co.uk

We also require a 25% non refundable deposit, details of how to pay the deposit are on the booking form. Without a deposit your booking is provisional and we will hold the booking for 14 days only, if a deposit has not been paid we reserve the right to accept an alternate booking and cancel your provisional booking.

If you need to amend participant numbers please contact info@problemsolvingforschools.co.uk ASAP. Once your booking is confirmed and a deposit paid, instructors will be allocated to your booking so changes are sometimes not possible.

Final payment - the balance is due 10 days before the event. We prefer payment by BACS but are happy to accept payment by debit or credit card. Please contact us for details.

Photographs/video

From time to time we will take photographs and/or video for use on our website and social media sites. We will assume this is acceptable unless you tell us otherwise. We will not use a photograph of a child on their own or disclose any names except the school name if we feel this is appropriate. Photographs and video will be uploaded after the event has finished. If you wish photographs or video we have taken for use on school websites or social media sites please let us know.

Cancellation Policy

Cancellation by you - if you need to cancel a booking we will attempt to find replacement business. If unsuccessful, then we will apply the following cancellation charges:

- Cancellation more than 8 weeks before the event - loss of deposit (or 25% if no deposit paid)
- Cancellation 4 to 8 weeks before event - 50% of total cost
- Cancellation 2 to 4 weeks before event - 70% of total cost
- Cancellation less than 2 weeks before event - 100% of total cost

Cancellation by us - in the unlikely event that Dragon Adventures Ltd have to cancel your event because of operational reasons, we will offer the choice of an alternative date or a refund of any money paid.

Cancellation due to Covid-19 Government Restrictions - if the Scottish Government imposes travel restrictions around our instructors place of residence or your school destination meaning the event cannot take place then we will offer the following compensation. Re-book for a future date, credit voucher valid for 12 months, alternate event to comply with the new restrictions.

Cancellation due to severe weather - safety of participants, staff and instructors is a major concern. If your event is planned for an outside space and no indoor space is available we will reschedule for an available date.

If you have any questions regarding the terms and conditions please email info@problemsolvingforschools.co.uk
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