



## Woodsong Wales Policies & Legal

### Privacy Policy

Woodsong Wales collects your personal information in order to supply goods and services to you, the customer. Any data collected during the course of using this website and associated forms (e.g. email, address, telephone number, billing/delivery address) will be stored on our computer(s) and/or the secure cloud services we use. The information we collect is used to process any orders and send necessary information about our services to you. Using the internet to collect and process personal information necessarily involves the collection of electronic data. By communicating electronically with us, you acknowledge and agree to our processing of personal information in this way.

If you would prefer for us to not store any of your information once your order is complete then please notify us and we will remove your details from our database immediately. We don't pass your details on to third parties unless requested by you, the customer. Woodsong Wales does not see or store any of your credit/debit card details.

If you access other websites using links provided by our website, the operators of these websites may collect information from you which will be used by them in accordance with their privacy policies, which may differ from ours.

### Cookie Policy

This website uses cookies to improve your experience and to help us understand how the site is used.

#### *What are cookies?*

Cookies are small text files that are stored on your device when you visit a website. They are widely used to make websites work, or work more efficiently.

#### *Types of cookies we use*

##### Strictly necessary cookies

These cookies are required for the website to function properly. They cannot be switched off in our systems.

##### Statistics cookies

These cookies help us understand how visitors interact with our website by collecting and reporting information anonymously. We use Google Analytics for this purpose. Google Analytics may set cookies to collect information such as pages visited and time spent on the site.

#### *Managing your cookie preferences*

You can change or withdraw your consent at any time by clicking the link at the bottom left of each page - the picture of a shield with a tick within.

#### *More information*

For more information about how we process personal data, please see our Privacy Policy, above.

**Cancellations and refunds**

Customers may cancel up to 21 days prior to the course or retreat date by written email notice. Under these circumstances a full refund minus £10 cancellation fee will be provided. After this time, regrettably, refunds will not be offered, unless your place can be filled. We will advertise the space on your retreat/workshop and, in the event we are able to sell the place at short notice, you shall be refunded for the full amount minus the same £10 cancellation fee.

Transfers on to alternative retreats/workshops may be offered, depending on availability and at the discretion of Woodsong Wales. If you are booked on a course and do not turn up on the day then no refund or transfer will be given. You may be able to transfer your place on a course or retreat to a friend before the start date - please contact Woodsong Wales with your request and we will reply with a decision as soon as possible.

Woodsong Wales reserves the right to cancel or postpone a course for any reason (for example, stormy weather, illness, a pandemic, government direction or restrictions, insufficient numbers etc.) and shall not be liable for any consequential loss that may be incurred. I will notify you of a course cancellation or postponement as soon as possible. Under these circumstances, we will either be able to transfer your booking to another available class, offer a credit note against future course dates or refund your course fee in full.

**Insurance and Liability**

Woodsong Wales holds Public Liability Insurance for the workshops/retreats and, where external trainers are used (e.g. green wood working) they have the relevant insurance to run these workshops. The retreat coordinator Jol Rose is first aid trained. Woodsong Wales does not hold responsibility for any accidents on the land outside the course area/activity, or for vehicles parked on or off site.

**General Provisions**

We may alter these Terms and Conditions from time to time and post the new version on the website and that version will take effect immediately thereafter. You are responsible for checking our Terms and Conditions on the website as they form the contract between us.

If any provision of these Terms and Conditions shall become illegal or unenforceable for any reason whatsoever then these Terms and Conditions shall take effect as if such provision had been omitted and the remainder of the Terms and Conditions shall not be affected.

This legal notice is governed by and construed in accordance with English law.