



SYLVA
FOUNDATION

Wood Centre Courses

Wood Centre

We look forward to welcoming you to the **Sylva Wood Centre**. We hope the following information provides the essential information before you visit. Please make sure you follow any specific guidance provided with your course details.

Directions

The Wood Centre is located at the outskirts of the village of Long Wittenham in south Oxfordshire.

Car Within easy access of the A34 and M40. Didcot (5 miles), Oxford (10 miles), Reading (19 miles), London (60 miles), Birmingham (77 miles), Bristol (81 miles).

Sat Nav: follow **OX14 4QT**. Note this will direct you correctly to Little Wittenham Road, but point 150 metres east of the entrance to the Wood Centre.

Public transport Nearest **train** station is Didcot Parkway with direct services to London Paddington (45min), Bristol Temple Meads (46min), and Birmingham (1hr 30min). There is a stopping train service to Appleford Station (3.5 miles road/2 miles on public paths) and Culham Station (2.5 miles road).



There is no **bus** service to Long Wittenham. The nearest stops are Clifton Hampden (1 mile) Berinsfield (3 miles).

A Google map is provided here: www.sylva.org.uk/contact

Facilities

Ample parking, less than 100m walk to facilities
All-ability access throughout the whole site
Guest wifi
Toilets and showers

Other information

We support a wide range of courses at the Wood Centre. You are advised to follow specific guidance provided in relation to the course you are attending. For example, this may include information about advice about what clothes to wear for a practical course, or whether you need to bring your own lunch.

Contact us

Sylva Foundation
Sylva Wood Centre
Little Wittenham Road
Long Wittenham
Oxfordshire
OX14 4QT

phone: 01865 408018

email: info@sylva.org.uk

web: www.sylva.org.uk

Wood Centre Courses - Terms & Conditions

PLEASE KEEP A RECORD OF THESE TERMS & CONDITIONS FOR YOUR RECORDS

The following terms apply to the booking of courses /events at the Sylva Wood Centre run by Sylva Foundation ('we', 'us', and 'our'). They are additional to and supplement our general terms and conditions stated in our website which also apply. These terms and conditions may be amended at any time and the terms and conditions that apply for each booking will be those on the website at the time you place your order.

1. Pricing. All prices on this website are in pounds sterling and include VAT unless expressly stated otherwise. We take care to ensure that all pricing information on our website is accurate. If you believe you have been charged the incorrect price, you should contact us.

2. What is included. Our charges are for attendance of the course/event only. Other expenses, including travel, accommodation, and food, are your responsibility unless we expressly state otherwise in any course or event booking information for a specific course.

3. Content and venue. We try to provide a realistic overview of course / event content on our website but reserve the right to make changes to these details. Courses and events will be held at the Sylva Wood Centre.

4. Accuracy of information. We endeavour to ensure that all information on our website about the courses and events are correct. Any typographical, clerical or other error is subject to correction without any liability on our part.

5. Concluding a binding contract. When we receive a booking from you, we will confirm that we have received the booking by email to the address you provided in your booking. Your booking is an offer to attend a course / event and will not be binding on us until we send you an email to confirm the booking. We reserve the right to reject any booking and to limit the number of places you may book.

6. Payment and refunds. In providing payment details, you confirm that you are authorised to use the card and authorise us, or our payment service provider, to take payment in full for the course / event you have booked and any other charges that become due to us under these terms. Payment will normally be taken immediately that a booking is made. Refunds, if applicable, will only be made using the payment method and/or to the card originally used for payment. See also our **Cancellation Policy**.

7. Changing attendees. We are willing to accept a change of attendee at your booked course / event provided we receive details of the new attendee at last 10 working days before the course / event start date.

8. Changing course / event. We are willing to change your booking to an alternative course / event only if there is a place available for each of the attendees who is to be moved to the alternative course / event. If our charge for the alternative course / event is higher, you must pay the additional difference between what you have paid and the higher charge.

9. Age restrictions. We permit only those persons who are aged 18 or over to attend our courses / events, unless we

expressly state otherwise in our course or event booking information, or by special arrangement. You must confirm the age limit of the person attending the course /event when you make a booking.

10. Making a booking. It is your responsibility to check that your booking is accurate before submitting it to us.

11. Use of equipment. We may provide tools and materials for use during the course / event. They remain our property / property of the tutor (unless you are informed otherwise on the day) and must be left in the same condition in which they were found (fair wear and tear excepted) and in the place instructed by your tutor.

12. Course / event withdrawal. We reserve the rights to withdraw a course / event if there are insufficient numbers or to postpone a course if the tutor is ill, indisposed or in other exceptional circumstances. If we do so, we will offer you a full refund of the amount paid for the course / event or invite you to choose another available course / event.

13. Liability. We have a legal duty to provide services that conform to the contract between us. Our maximum liability for our failure to fulfil to do so will be limited to the price paid by you for the affected course.

14. Cancellation rights. You have a statutory 'cooling-off' period (Consumer Contracts Regulations, 2014), which entitles you to cancel your booking within 14 days of us confirming receipt of it. After 14 days, cancellations may be made in accordance with our Cancellations Policy (see below).

Nothing in these terms and conditions shall affect your statutory rights.

CANCELLATION POLICY

You have the right to cancel bookings and to receive a full refund of any charges made **for up to 14 days** after the date on which we confirm receipt of your booking.

After the 14 days, courses /events can be cancelled by you subject to the following charges:

Cancellation not less than 28 days before the course / event date. A full refund will be given less an administration fee of £25.

Cancellation not less than 10 days before the course /event date. A 50% refund will be given less an administration fee of £25.

Cancellation less than 10 days before the course / event date or non-attendance. No refund will be given.

To exercise your cancellation right, you must notify us in writing (email acceptable) that you wish to cancel.

All refunds for cancelled course bookings will be made within 14 days of receiving them from you or within 14 days of us receiving notice of cancellation from the person making the booking.