

Event terms and conditions

Payment terms

All event fees will be invoiced on completion of the event unless otherwise agreed. Written confirmation of the booking will be provided and our cancellation policy will be applied.

Free places

School tours: Charges include the provision of one free place for each required supervising adult; this is one adult per group of up to 15 children. The total number of groups per tour will depend on the total number of children, and will be confirmed at the time of booking.

University and college tours: one free place per member of academic staff

Cancellation policy

This policy is designed to cover the administrative costs HHP incurs in booking and arranging tours and the loss of income for our tour guides who have to cancel other work arrangements to be available. HHP is a self-funded organisation which relies upon the income it generates to continue to provide services in relation to sustainable living and education.

Cancellation by you

Booking fees will only be refunded if written confirmation is received at least 5 working days prior to the event; substitute delegates are however welcome at shorter notice.

For group bookings that do not take place, a nominal charge of £200 will be made to cover any costs incurred by HHP unless at least 5 working days notice has been given. If the event takes place but with smaller numbers than booked, the booked numbers must be paid for unless written notice is received at least 5 working days prior to the event.

Cancellation by us

HHP reserves the right to vary the programme or cancel any event in case of insufficient bookings or circumstances beyond our control. We will endeavour to give 5 working days notice, and all fees paid will be fully refundable. Transfer to an alternative date will also be offered if available.

Late payment policy

We reserve the right to charge interest on late payments. The interest rate will be 8% p.a. for payments later than 30 days after the date payment is requested, this is often the invoice date. In addition we will charge a small administration fee of £20 to compensate us for the work to recover late payments. We will issue a written reminder stating that the payment is late and give notice that if the payment is not received within 7 days interest will be charged on the outstanding amount. Interest is charged from the payment date. We will issue a receipt once the original sum, interest and administration charge has been paid.

