

Theakston Old Peculier Crime Writing Festival - Terms and Conditions 2020



In order to help your booking run smoothly we would like to draw your attention to the following conditions. Could you please read them carefully, as all your travel arrangements will be governed by these conditions.

1. CHANGE IN REQUIREMENTS

Any changes in your package requirements must be advised to Harrogate International Festivals in writing.

In the case of major changes to your booking made after the full payment has been made, TOPCWF reserves the right to charge an administration fee over and above the cost of any extra services.

2. CANCELLATION POLICY

We will try to be as flexible as possible with regard to option dates / cancellation deadlines. However, unless advised differently the following cancellation schedule will apply in the event of cancellation:

Up to 6 weeks prior to arrival:	A flat fee of £50 or 10% of total package cost, whichever the greater.
Within 6 weeks prior to arrival:	60%
Within 28 days prior to arrival:	75%
Within 7 days prior to arrival:	100%
No-shows:	No -shows will be charged in full, as it is normal practice for suppliers to charge for services under these circumstances.

Please note the booking fee built into the package at £8 per person is none refundable.

3. PRICING

The prices quoted are gross and based on tariffs and taxes currently in force. TOPCWF reserves the right to make any adjustments to these prices arising from any change in VAT and tax rates and tariffs or seasonal supplements at any time until the services are fully paid for.

4. INVOICING/PAYMENT TERMS

On confirmation of your booking, services will be requested and held on option. We will then need to ask you for payment. This is so that we can confirm the services for you.

- i. Any changes made after the final invoice has been issued will be taken into account in a supplementary invoice or credit note that will be sent to you by e-mail. Payment of any supplementary invoices or outstanding balance must be made by credit/debit card.

5. DEPOSITS

In the event of the cancellation of a Weekend Package booking deposits are completely non-refundable.

(Full Weekend Packages consist of 3 night's bed and breakfast accommodation and tickets to all Theakston Old Peculier Crime Writing Festival events from the TOP Crime Novel of the Year Award on Thursday evening to the last event on Sunday, excluding the Dinner event on Saturday evening and any other additional events added at the festival's discretion)

6. PAYMENT METHODS

All payments should be sent in Pounds Sterling. They can be made by bank transfer directly to our account held at:

HSBC Bank PLC
Prospect Crescent
Harrogate
Account no. 51422294
Sort code: 40-23-12

We can also accept cheques payable to "Harrogate Festival Development Ltd", drawn on a UK bank only. Payment can also be made by credit/debit card charges will apply. Please note we do not accept American Express.

If you are processing payment via BACs from a foreign account please ensure that charges are taken into consideration. This varies dependant on currency and bank accounts.

Please contact the festival office on 01423 562303 to obtain any further bank details you may require to process international payments. Please note final balance payments are due by the end of January 2020, an invoice will be sent in December 2019.

7. GENERAL

All hotels operates a strict no smoking policy. Guests are politely asked not to smoke and Harrogate International Festivals reserves the right to terminate this booking and ask guests that continue to disregard this policy to leave the premises.

Guests caught smoking are likely to be charged a fumigation fee of atleast £50 per room per night upon departure. The Hotel does not allow food or drink other than that purchased on the premises to be consumed unless by prior arrangement. Any such goods may be confiscated.

Any damage caused by guests will be charged either on departure or via invoice after check out.

8. PHOTOGRAPHY

Harrogate International Festivals and permitted third parties may carry out general filming, recording or photography about the premises for promotional or archival purposes. You consent to you and your party appearing in such recordings without prior notice or payment.

9. SPECIAL CLAUSE

TOPCWF reserves the right to cancel all arrangements and bookings if the payment schedule is not met. If a deposit has been paid, this will be forfeited.

10. FORCE MAJEURE

TOPCWF will not be liable for any loss or damage arising out of or in connection with the holiday where performance and/or prompt performance of the contract is prevented by reason of war or threat of war, riot, civil strike, industrial dispute (affecting employees or any person other than those of the company), terrorist activity, natural and nuclear disasters, fire, adverse weather conditions, hostilities or political unrest and other similar conditions beyond the control of the company.

11. ALTERATIONS AFTER ARRIVAL MADE BY CLIENT

Any alteration or abandonment of travel or hotel accommodation after the client has commenced the tour will be in breach of the contract and will not be accepted as any basis of claim against the company and no refunds will be made.

12. COMPLAINTS

Please ensure that you communicate any problems with the services provided during your stay as soon as they occur.

If you do not follow this procedure, we cannot accept responsibility, as we will have been deprived of the opportunity to investigate and rectify the problem.

TOPCWF will not accept any liability in respect of any query, which is not reported to us in writing within the next 7 working days of your return home.

In the unlikely event of a book out which is beyond our control, TOPCWF guarantees to provide an alternative accommodation of at least equal standard and guests will be notified within 24 hours of the festival finding out should this happen.

For more information on Photography and use of your image and likeness please ask see our [Privacy Policy](#).