

Terms & conditions

Terms & conditions for using our website

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If you disagree with any part of these terms and conditions, please do not use our website.

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Terms & Conditions for working with Oasis

We are the Oasis School of Human Relations (hereafter Oasis).

Cancellation and postponement arrangements

Oasis is an organisation engaged in dialogue and development from a human relations perspective.

We are open in the first instance to talk with any client and discuss what is required and how best to progress.

However, we have also found it useful to offer a clear framework to our thinking and previous experiences around these issues.

In the event of cancellation of a contract by the client the following conditions apply:

- **If the contract is for less than £10,000** and cancellation occurs 30 days or more prior to the commencement of any work, Oasis will invoice for 15% of the total contract fee, to cover administration, commissioning involvement and bank charges. Where work has taken place we will provide an account of what has been undertaken and charge accordingly. If cancellation occurs less than 30 days prior to the commencement of any work, Oasis will invoice for 50% of the total contract fee, to defray the costs of preparing materials, contribution to lost earnings, administrative and bank charges. If cancellation occurs less than five working days prior to the commencement of the work, or during the work, Oasis will invoice for 100% of the fee to cover lost earnings and other associated costs.
- **If the contract is for more than £10,000** and cancellation occurs 30 working days or more prior to the commencement of the work, Oasis will invoice for 25% of the total contract fee, to cover administration, commissioning involvement, pre-design and bank charges. If cancellation occurs less than 30 working days prior to the commencement of the work, Oasis will invoice for 50% of the total contract fee, to defray the costs of preparing materials, preparation, contribution to lost earnings, administrative and bank charges. If cancellation occurs less than five working days prior to the commencement of the work, or during the work, Oasis will invoice for 100% of the fee to cover lost earnings and other associated costs.
- **In the unlikely event of cancellation** by Oasis at any time prior to the commencement of the work, Oasis will refund 100% of amounts invoiced and paid by the client, unless another option is agreed with the client in which case we will be open to negotiation.
- **In the event of postponement** and re-confirming of alternative dates within 90 days of a contract by the client the following conditions apply:

- If the client postpones the work more than 30 working days prior to the commencement of a timetabled piece of work (for instance a meeting or day session) there is no additional charge.
- If the work is postponed by the client less than 30 working days prior to the commencement of the work, Oasis reserves the right to charge an additional 25% of the full value of the work.
- **In the event of a postponement by Oasis** being suggested this will at all times be in dialogue with the client.

Programme Terms & Conditions

The offer and acceptance of a place on a programme of the Oasis School of Human Relations is made on the understanding that you undertake to observe the terms and conditions set out below. We aim to provide accurate and informative descriptions of our programmes.

Their content is continually developed, however, and so we reserve the right to change this when we believe this will improve the programme.

The school does not accept responsibility or liability for any damage to participants' property, the transfer of computer viruses to participants' equipment or personal injury caused by misuse or unauthorised use of Oasis equipment, or due to participants not taking due care whilst on Oasis premises.

Deposits

Programme Fee	Deposit
Short term programmes	30% of total fee
Longer term programmes	10% of total fee

On occasion there will be specific terms and conditions stated on programme publicity or prospectuses.

Short Programmes (up to five days)

Programme fees: Details of full programme fees and deposits will be found with the individual course descriptions. All programme fees quoted are exempt from VAT except research-based inquiries which attract VAT and which must be paid in addition to the quoted fee, at invoice date, chargeable at the standard rate then in force.

Payment: We require a non-refundable deposit to secure a confirmed place on a fee paying Programme; a booking without a deposit will be accepted as a provisional booking only.

Cheques are made payable to The Oasis School of Human Relations Ltd. Payment may be made by all major credit cards by contacting the Oasis office.

Short Programmes: The balance of the fee is payable 10 working days before the start date.

Cancellation/refunds: Please contact the Oasis School of Human Relations immediately if you have to cancel your place on any short programme. Telephone cancellations can be accepted provided that this is followed up in writing (letter, email or fax) including the reason for cancelling.

If you are unable to attend a particular programme, and provided that we receive written notification (letter, fax, email) from you at least 15 working days prior to the start of the programme, we will refund your course fees (less the deposit). It is regretted that if we receive less than 15 working days' notice of your inability to attend, we will be unable to make any refund of course fees.

The formation or continuation of any programme is dependent upon adequate participant enrolment and attendance. Oasis reserves the right, in every case and at its discretion for whatever reason, to amend fees, to alter or not to offer programmes, seminars and other opportunities to study.

In the event that it is necessary for us to cancel a programme or event prior to its commencement, Oasis will make a full refund of the fee. Oasis will not, however, accept responsibility for any consequential loss arising from any such cancellation.

Substitution: We are happy to accept substitutions, at no extra charge, provided we are notified in writing prior to the commencement of the programme.

Longer programmes (over five days)

Programme fees: Details of the full programme fees will be found with the individual programme descriptions on the website.

Application process: Applications for our longer term programmes are usually accepted following either a face to face or telephone interview with one of the facilitators.

Once both parties have verbally agreed participation this will constitute a contract between the Oasis School of Human Relations and the participant and you will then receive a confirmatory email that you have been offered and accepted a place. You will then receive an invoice from our accounts department for payment of a deposit to secure your place, along with details of the fee agreed, the payment options available.

Payment: A deposit of 10% of the Programme fee agreed is required to secure your place on our longer term programmes. Once your place has been confirmed you will receive

Longer term Programmes: The balance of the Programme fee is payable 30 working days before the start of the Programme, unless other arrangements have been agreed with our accounts department.

Payments may be made by all major credit cards or by BACS transfer. Cheques should be made payable to The Oasis School of Human Relations Ltd with the name of the Programme written on the back.

Cancellations/refunds

Refunds will be made as follows: If you are unable to attend a particular programme, telephone cancellations can be accepted provided that we receive written notification (letter, fax, email) from you at least:

- 40 working days prior to the start of the Programme, we will refund the full Programme fees (less the deposit).
- 20 working days prior to the start of the Programme, we will refund 50% of your Programme fees (less the deposit).

It is regretted that if we receive less than 10 working days' notice of your inability to attend, we will be unable to make any refund of Programme fees.

The formation or continuation of any programme is dependent upon adequate participant enrolment and attendance. Oasis reserves the right, in every case and at its discretion for whatever reason, to amend fees, to alter or not to offer programmes, seminars and other opportunities to learn.

In the event that it is necessary for us to cancel a programme or event prior to its commencement, Oasis will make a full refund of the fee. Oasis will not, however, accept responsibility for any consequential loss arising from any such cancellation.

Venues and residential accommodation

A map of how to get to the venue will be included in the joining instructions. Should changes to bookings involve cancellation of residential accommodation it will be necessary to pass on to the client any cancellation charges relating to this.

Hotel bookings

Whilst Oasis will assist in arranging accommodation at local hotels and guest houses for non-residential programmes, Oasis is not acting in the capacity of agent for either the hotel or the client. Queries, cancellations or alterations of hotel bookings must be made direct with the hotel/agent concerned and participants must settle their own accounts before leaving unless otherwise agreed.

Refreshments

The cost of refreshments is included in the programme fees. In some cases the cost of lunches are also included in the programme fee, and this will be clearly stated in the programme information.

Course Literature

Printed programme notes are included in the programme fees. Programme literature is copyright and may not be reproduced without permission.

Terms and Conditions for the use of meeting and interview rooms (hereafter rooms).

Facilities and Services

In consideration of payment by the client in regards to the total charges stated on the booking form, Oasis permits the client to use the room and where applicable the services during the period(s) on the date(s) specified.

Payments and Termination

All charges to be paid under this agreement are exclusive of VAT which will, where relevant, be charged to the client at the agreed rate. All charges are payable before the booking takes place unless with our prior written agreement.

Some services are available within The Oasis Centre (such as administration services, binding or photocopying etc.) by prior arrangement with our Centre Administrator and attract an additional charge plus VAT, which will be added to your final bill. If services are used on the day of your meeting or event, payment will be taken on the day, unless by prior agreement.

Oasis shall be entitled to terminate this agreement on notice to the client in the event that:

- All monies due and payable under this agreement have not been paid by the due date;
- The client fails to return the completed booking confirmation sheet (with terms agreed which will act as confirmation of agreement of those terms);
- The client fails to adhere to the Oasis terms and conditions;
- Any termination of this agreement shall be without prejudice to any rights or remedies that may have accrued to either party.

If the client cancels the booking of the rooms it shall remain liable for the payment to the owner of a cancellation charge as follows:

Notice	Cancellation Charge
0-7 working days	100%
7-14 working days	50%
14-21 working days	30%
21-28 working days	Deposit
28+ working days	0%

Cancellation charges apply to total booking value, to include room hire, any pre-booked catering and equipment costs that are not able to be recouped. Our policy of taking payment before the booking will continue.

The client hereby acknowledges that such cancellation charges are a fair estimate of the loss incurred by Oasis.

Rights and Responsibilities

The client shall not:

- Use the room other than in connection with the client's business and in any event shall not permit the room to be used for any illegal activity;
- Install in the room any furniture, equipment or signage whatsoever or alter the room, its fittings without prior written agreement and appropriate additional charges;
- Damage any of the decorations, fixtures and fittings or other equipment in the room. In the event that the client or the client's guests damage any part of the room, the client shall be held liable for all costs incurred to Oasis.
- Use the room in any way which results in annoyance or disturbance to Oasis or other clients and occupiers of the building; or
- Use any services or equipment in the room other than those offered and supplied by Oasis.

The client shall:

- Observe and adhere to all the rules and regulations made by Oasis in respect of the room and the building;
- Vacate the room on the expiry time(s) specified in the agreement; otherwise the client will be subjected to additional charges;

Oasis does not accept any responsibility for any item of furniture, personal effects or other belongings left in the room and has the right to dispose of such property, the costs of such disposal being the responsibility of the client.

Oasis shall:

- Be entitled to require the client to use any similar sized room in the building that Oasis may allocate from time to time and such substituted room shall become the room for the purposes of this agreement;
- Take any reasonably practical steps to provide the room and (where applicable) the services in good working order and properly cleaned and equipped;
- Not be liable for any claim, loss or damage sustained by the client as a result of Oasis failing to provide the room and/or the services (or any of them) by reason of force majeure, mechanical breakdown or any other reason beyond Oasis's control or due to the delay or failure of any staff, manager or caretaker to perform their duties.

In no circumstances shall Oasis be liable for any loss of profits, loss of business or consequential losses suffered by the client; or any failure of data security or computer systems.

Data

Oasis may use any personal data which the client provides to the owner and the client hereby consents to its use by the owner: (a) for market research and tracking sales data in order to improve the owner's future services to the client; (b) to send the client other information about the owner's products and services and about events and promotions organised by or on behalf of the owner.

No information will be passed to others. If the client does not wish to have further information from Oasis, the client needs to let Oasis know in writing (letter, fax, email)

General

This agreement is personal to the client and is not assignable.

This agreement creates no rights in any third party to enforce its terms pursuant to section 1 of the Contracts (Rights of Third Parties) Act 1999.

This agreement is a contractual agreement for the provision of services by the owner to the client and the client acknowledges that no tenancy or lease rights are created in favour of the client.