

SUMMER STUDY 2009 AT DURHAM UNIVERSITY

GENERAL BOOKING CONDITIONS

BOOKING AND PAYMENT

These General Conditions, together with the Booking Form, comprise the contract between the Client and Durham University and no variation shall be effective unless made in writing and signed by an employee of Durham University. No contract shall come into existence until the Client's booking on the Booking form has been accepted by Durham University. Charges as printed in course details are inclusive per person, per course, to include full board, course fees and any entertainment, except where stated. It is regretted that no-one under 18 years of age may participate in the programme, or reserve accommodation.

To confirm a booking, a deposit of £100 per person, per course must accompany the Booking Form. All cheques should be made payable to 'Durham University Summer Study'.

Full payment is required no later than 8 weeks before the course commencement date. If full payment is not made by the due date, Durham University reserves the right to treat your booking as cancelled and you could be liable to pay cancellation charges in accordance with the conditions below:

CANCELLATION

The Summer Study office must be notified in writing of all cancellations. A cancellation is only effective when notification is received by the Summer Study office. If you wish to cancel after the confirmation of the booking has already been dispatched, the following cancellation charges shall apply:

More than 8 weeks before the course commencement date	£100 – deposit
8-4 weeks	40% of total cost
27-14 days	55% of total cost
13-5 days	75% of total cost
4 days' notice or less	100% of total cost

No refund can be made if you leave the Summer Study Course after the commencement of the course.

AMENDMENTS

Durham University will make a charge of £20 to cover the administration costs of any amendments to bookings.

LIABILITY

Except for liability for death or personal injury resulting from negligence, Durham University shall not be responsible for any damage, injury or loss of any kind whatsoever (including consequential loss) to any property or persons howsoever arising whilst using accommodation or attending any course.

COMPLAINTS

If you wish to make a complaint about your Summer Study Course at Durham University, please send your comments in writing to the Summer Study Office within 14 days of returning from your holiday.

CONSUMER PROTECTION

To meet the requirements of the EU Directive on Package Holiday Travel, Durham University will pay all 2009 course fees into a trust account. All monies paid into the trust account will remain there until the end of the 2009 programme. It is strongly recommended that clients take out their own cancellation, personal and travel insurance and Durham University may ask for confirmation that this insurance is in place when full confirmation/payment is made.

GENERAL

In the event of all our en suite rooms being allocated, standard rooms may be offered at a reduced rate (price on application). Visitors are usually asked to vacate their rooms and return keys to the Porters' Lodge by 10.00 am on the day of departure.

Durham University reserves the right to cancel a course, up to 4 weeks before it is due to commence, if numbers enrolled have not reached a minimum requirement. Durham University reserves the right to replace the advertised tutors/leaders or amend the programme where this is found to be unavoidable. Durham University reserves the right to exclude any student if, in our view, the student's presence in class/on the course is making it difficult for the class to function properly.

Regulations made for the safety and comfort of the course members must be observed.

Physical fitness: some courses are strenuous and a satisfactory state of health is essential. Anyone who has not disclosed a physical disability which makes it impossible or inadvisable for him/her to take a full part in the programme, may be asked by the Course Tutor to leave. Any fee refund in such a case will be at the discretion of Durham University.

Durham University will not accept responsibility for any aspect of a study course, including services and facilities offered by Durham University, or for any loss, damage or expense of the Client which is due to adverse weather conditions, industrial dispute or any other cause beyond the control of Durham University.

This contract shall be construed according to English Law.

Please return form to:

**Event Durham, Mountjoy Research Centre, Block 2, Room GB22 Stockton Road, Durham, DH1 3UP.
Telephone 0191 334 2883 Email: conferenceadministration.service@durham.ac.uk**

SUMMER STUDY AT DURHAM UNIVERSITY

Health & Safety Advice

PLEASE READ THESE NOTES CAREFULLY FOR YOUR OWN SAFETY

In order to maximise the enjoyment of your Summer Study Course we would like to ask you to spare a few moments to read this information and to complete the questionnaire overleaf.

The courses may involve a fair amount of walking over variable surfaces and terrain, climbing steps or stairs and getting on and off coaches. The demands placed on students will vary depending on your course and specific Health & Safety Notes may be issued in connection with your course.

If you have any doubts about your fitness, we recommend as a precaution that you consult your Doctor and the Summer Study Office about the demands of the course and your participation in it, well before enrolment/departure. Should you become ill or be injured, the programme staff will make every reasonable effort to find local medical help. It is important that you advise the programme staff of any problem when it first arises.

Individuals with disabilities are asked to declare and describe their specific conditions or circumstances, as some courses may not be suitable. The Summer Study Office will make considered judgements in each case as to the suitability of certain courses for particular individual and consult Course Leader/s where appropriate. Should it be decided that a course cannot meet the needs of the individual in question, staff will do their best to recommend an appropriate alternative.

On the Health and Safety questionnaire overleaf, please provide all details that would be important to know in an emergency or that could affect your participation in any aspect of the course. For your health and safety, please understand that accurate and complete responses are essential. Completion of the form is optional, but we would respectfully request that you do so. All information supplied to us is treated as strictly confidential and will only be referred to in an emergency.

P.T.O.

SUMMER STUDY AT DURHAM UNIVERSITY
Health & Safety Questionnaire

Any information disclosed to the University of Durham will be treated as confidential. If you do not wish to answer any section please leave it blank.

Please tick here if you **do not** wish information from this questionnaire entered on the Summer Study database

Course Start Date

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Name

Address

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Home Tel. No.

Date of Birth

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Travelling Companion (if any).....

Do you have any MEDICAL CONDITIONS (i.e. allergies, diabetes, recent surgery) or RESTRICTIONS (i.e. impaired vision, hearing loss, limited mobility) that would be important to know about in case of an emergency. If YES to either of these questions, please specify:

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Is there anything else relating to your health that you feel we should be aware of? This could include any special dietary requirements. If YES please give details here:

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Personal Doctor..... Telephone No.

Person to notify in the event of accident or medical emergency (someone other than your travelling companion):

Name Relationship

Address

.....

Tel. No(s) Home.....Work

PLEASE RETURN THIS QUESTIONNAIRE TO:
Conference and Tourism Office, Mountjoy Research Centre, Block 2, Room GB22 Stockton Road,
Durham, DH1 3UP

SUMMER STUDY 2009

SAFETY NOTES – ALL COURSES PLEASE READ THESE NOTES CAREFULLY FOR YOUR OWN SAFETY

Ground Conditions

Much of the time you will be on paved surfaces but there will be some unpaved, and possibly uneven, ground in places. Sensible, stout footwear is recommended but walking boots are not necessary unless otherwise advised by your Course Leader. The coach will normally stop within a reasonable distance of the venue. Please note that on walking tours of Durham you will encounter steep ground (on paved surfaces).

On-Site Conditions

Some sites are outdoors and these places may not be well provided with seating or rest areas. You could consider bringing a portable folding stool, shooting stick or similar if you think you might want to sit down during outdoor visits. There will be steps (often stone steps) at many of the sites so take care when going up and down these, and also when looking around the building ruins, for instance at Lindisfarne.

Houses/Venues

Some properties have staircases, which may well have well-worn treads. Care should be taken in climbing and descending stairs. Anyone with walking difficulties may find it useful to carry a rubber-tipped walking stick. Participants should decide if they wish to go up stairs, or not. In some properties there may be areas that are not well lit; please take care if we find ourselves in such areas. Please also take care on polished floors and in the grounds as there may be gravelled or uneven footpaths/areas. Some of the venues visited by Summer Study guests are private homes and we ask you to acknowledge the generosity of the hosts by respecting their property and privacy.

Photography

Please note that photography at venues may not be permitted, although sometimes permission may be granted on payment of a small fee. However, external photography is normally allowed.

When taking photographs, please be careful when moving around – it's so easy to trip over gravestones or low ruined walls as you step backwards to get a better view! You may also wish to bring a small pair of binoculars to obtain a better view of architectural features.

Coach Stops

On the field trips, you may well need to get on and off a coach several times. In general the coach will stop in a coach park but sometimes it may have to stop at the roadside. Do watch your step when boarding and alighting, and take particular care in entering and leaving by the roadside.

Weather Conditions

English weather is unpredictable. Be prepared for warm sunshine and also for cold wind and rain. Coastal areas can be affected by cold winds even on a fine day. Bring warm and showerproof clothing and an umbrella.

Responsibility

The course tutors' main roles are to explain the significance of the places visited. They will endeavour to advise on safety concerns which might arise on the field trips, but members

of the group are advised that they have a legal responsibility to take all reasonable precautions to maintain their own safety and not to endanger others. Safety information and advice may be given by the staff at various venues and should be observed at all times.