



Terms & Conditions

These terms apply to all Alan Ranger Photography Classroom Courses, Location Workshops, Master Classes, Pick N Mix, Private Tuition, Services and other events whether free of charge or chargeable.

Alan Ranger Photography would like to assure you that although these terms & conditions may seem quite official, your satisfaction and enjoyment is important so every attempt will be made to resolve any issues

A. All terms stated in this document are enforceable under UK and Scottish Law and the participant accepts they have read, understood and abide by all conditions stated herein.

B. Customer Booking

- I. If you have made payment on Alan Ranger Photography website or directly to his bank accounts, or through Paypal or Stripe - you have agreed that you have read and understood these terms and conditions and therefore entered into contract with Alan Ranger Photography.
- II. Once a booking is received in the form of any payment and Alan Ranger Photography confirms the booking the reservation is made and bound by the terms of this agreement.
- III. Where more than one person is attending the event, separate and individual bookings need to be completed for each participant.

C. Fees and Payment for Events

- I. All event deposits are non-refundable without exception.
- II. All events booked without a specific date must take place within 12 months of the date of booking. Alan Ranger Photography reserves the right to assume the booking is cancelled beyond that time (the deposit and additional monies paid would be retained by Alan Ranger Photography)
- III. Full payment or any remaining balance of any event booked is due 60 days prior to event date unless specifically agreed, in writing, by Alan Ranger Photography.
- IV. If the event is booked less than 60 days in advance of the event date full payment will be payable at the time of booking. (unless agreed otherwise)
- V. Any remaining balance not paid within 60 days of event date will be deemed a cancellation and Alan Ranger Photography reserves the right to treat it as such.

D. Cancellations by you (participants)

- I. If you cancel any event that you have booked Alan Ranger Photography, you must do so in writing. All cancellation notices must be received via email and will become effective as of the date of the postmark (standard mail or electronic).
- II. Once an event, or series of scheduled dates/events has commenced it/they cannot be cancelled and there can be no refunds.
- III. Cancelling more than 120 days before the start of your event means your balance will not be payable, but you will forfeit your deposit. If you cancel your event having already paid the remaining balance of the event cost, the following charges will be payable:

D.III.1. **120 to 90 days before the start of the event, cancellation fees are 25%** of your tour fee balance (you will also forfeit your initial deposit)

D.III.2. **89 to 60 days before the start of the event, cancellation fees are 50%** of your tour fee balance (you will also forfeit your initial deposit)

D.III.3. **59 to 30 days before the start of the event, cancellation fees are 90%** of your tour fee balance (you will also forfeit your initial deposit)

D.III.4. **0 to 29 days before the start of the event, there is no refund** (you will also forfeit your initial deposit).

D.III.5. There will be no refunds for services and activities relating to the event/workshop that are voluntarily not used.

D.III.6. Transfer charges (if applicable) and a flat admin fee of £50 will be deducted from any refund.

- IV. Alan Ranger Photography will process any refund due to you within 30 days of cancellation notice less the service fees.
- V. Alan Ranger Photography reserves the right to transfer any monies paid to an alternative event at the sole discretion of Alan Ranger Photography but will be subject to an administration fee of £50.
- VI. If you fail to attend the event you have booked on you will not be entitled to transfer your missed booking to any other event. Alan Ranger reserves the right to offer you an alternative date or credit at his discretion subject to an additional amount being charged for administration – £50 and any loss of revenue resulting from your non-attendance.

E. Cancellations/Postponements by Alan Ranger Photography (the provider)

- I. Alan Ranger Photography reserves the right to cancel or postpone any event for any reason. This would typically only be due to severe weather, illness, riots, acts of war, strikes, travel services disruption or unforeseen circumstances that prevent the event taking place on the date specified. In such cases, alternative dates or a credit note will be offered, for events of the same value as an alternative. There are no refunds available for cancelled or postponed events.

Alan Ranger Photography reserves the right to postpone and/or cancel an event and transfer the booking to your choice of alternative dates/events, if minimum numbers are not booked to ensure the event is viable in the interests of Alan Ranger Photography.

- II. Alan Ranger Photography cannot accept liability for any expense incurred resulting from cancellation. It is the responsibility of the participant to take out insurance protection to cover themselves against any potential costs.

F. Insurance & Protection

- I. It is the sole responsibility of you the participant to take out adequate insurance protection for yourself covering all personal belongings, theft, accidental damage, loss, injury, cancellation and costs incurred resulting from any event with Alan Ranger Photography.
- II. Alan Ranger Photography holds Public Liability Insurance, Motor Vehicle Class 1 Fully Comprehensive Insurance and will not cover anything excluded under those terms of insurances. These policies protect Alan Ranger Photography and not the participant. Full policy details are available upon request.
- III. All participants take part on any Alan Ranger Photography event at their own risk and Alan Ranger Photography cannot accept any liability for loss or damage to themselves or their equipment.
- IV. Whilst every precaution is made to ensure that events are safe for participants, it is the responsibility of participants to act in accordance with their own judgement and instructions of the event leader to ensure that safety remains the priority on all occasions. Anyone who chooses to ignore the instructions, advice of the event leader does so at their own risk and Alan Ranger Photography cannot be held accountable or liable, before or during the event, for disregard to instructions and personal judgement. If you fail to follow the instructions and guidance of the workshop leader you may be ejected from the event and will not be able to seek any compensation or re-join the event.
- V. It is a booking condition that you accept the hazards involved in visiting remote areas. Participants should have adequate insurance in place for

the duration of the event and the activities undertaken. The insurance should cover for cancellation and curtailment, medical and emergency expenses, personal accident, injury and death. You should also be insured against loss of or damage to baggage and personal possessions including all your camera equipment.

G. Personal Safety & Health

- I. In addition to clauses listed in E. Insurance Protection, Alan Ranger Photography advises that some of the events involve hazardous environments and you are therefore requested to check before booking any event what risks and levels of personal fitness/health are advised for the event. Alan Ranger Photography cannot be held responsible for participants who ignore the advice and warnings of such environments and participants consent to these risks by completing a booking.
- II. If you the participant has any medical/health considerations that may impair your mobility or be required before medical care can be delivered, it is your responsibility to advise the trip leader before completing the booking process so that advice can seek before the event date.

H. Itinerary

- I. Alan Ranger Photography reserves the right to alter event itinerary and scheduled start and finish times to accommodate seasonal variations, adjustments to content and ensure that equivalent value and content can be delivered, if issues arise outside of normal control. Flexibility is required by all parties to ensure that fairness, safety and best value is delivered to all participants.
- II. Participants are advised before event date of equipment and clothing required that is suitable for the event booked. It is the sole responsibility of the participant to ensure they have adhered to those guidelines, bring the required items, and dress accordingly for the type of event booked.

I. Accommodation, Meals, Travel and Additional Fees

- I. Your booking confirmation stipulates what is included in your event booking in terms of meals, travel costs, entrance fees and other chargeable items. It is the responsibility of the participant to ensure they have read and understood the likely costs involved in attending the event and failing to have the required funds to participate in all or any of the events based on additional cost will be the responsibility of the participant exclusively including the potential withdrawal from the event.
- II. Accommodation is included in the price where stipulated on overnight events. The standard of accommodation is not guaranteed but is commensurate with the price and typically above UK 2 star standard. Accommodation is always single room occupancy with en-suite unless otherwise notified.
- III. Double/Twin room may be offered with an additional supplementary charge.

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- IV. Non-participating partners/guests/spouses are welcome but costs for their involvement are not included and should be notified in advance so that arrangements can be made.
- V. The cost of meals and refreshments throughout the event are the sole responsibility and at the cost of the participant except when stipulated as included as part of the event package.
- VI. Any specific dietary or special needs should be notified not less than 48hrs before event start date to enable adequate arrangements to be put in place. Failure to provide details within 48hrs will mean that special arrangements cannot be guaranteed.
- VII. All other fees/parking and entrance costs are the responsibility of the participant unless otherwise stated.

J. Loan Equipment

- I. Participants should inform Alan Ranger Photography of any equipment they wish to hire before the event date. Whilst stock is held of most typical items, Alan Ranger Photography cannot guarantee availability of equipment if notice has not been given before event date.
- II. All loan equipment hired is charged as stipulated at the time of the enquiry. Payment must be made prior to equipment being provided and equipment must be returned in the same condition as loaned out. Any damage will be charged at the cost of repair plus administration fee or full retail price for the replacement of the item(s) damaged.

K. Minimum Age of Participant

- I. Participants on any field based/location event must be 18 or over on the event date.
- II. Any participant under 18 wishing to attend a field-based event must be accompanied by a participating (paid for) adult.
- III. Participants under the age of 16 attending a classroom-based course/lesson must be accompanied by a paying adult.

L. Pick N Mix Agreements

- I. Pick N Mix agreements are enforceable once the first payment is made to Alan Ranger Photography.
- II. All Pick N Mix agreements are for 12 months and any balance remaining unused after 12 months from commencement date will be lost, subject to the discretion of Alan Ranger Photography who may extend the period to be used by for a further 3 months following the end of the agreement term.
- III. If the participant cancels the agreement part way through the 12 month term the full balance of the agreement becomes immediately payable.
- IV. If monthly or quarterly payments of received more than 3 days late from due date interest will be charged at 8% above bank of England base interest rate on a daily basis until payment is made.

M. Complaints

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- I. If you have a complaint about any aspect of Alan Ranger Photography events, you must detail your complaint in writing 28 days from the event date.
- II. Every effort will be made to respond to any complaint within 28 days of receipt of complaint and without prejudice; every effort will be made to end the complaint within 8 weeks of the complaint being received by Alan Ranger Photography. Please email info@alanranger.com in the first instance.

Whilst these terms may seem strict, Alan Ranger Photography wishes to ensure that all participants receive an excellent, safe, enjoyable experience and service at all times and will endeavour to make sure that participants are respected, treated fairly and receive the content and service they expect.

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