



Terms & Conditions

GENERAL

Please read these terms & conditions before purchasing any goods or courses.

These terms & conditions form the basis of the contract between Redstone Willows and the customer (this includes the person signing the booking form if the transaction includes a course) and cannot be varied, unless in writing by Redstone Willows.

Throughout this document, goods refer to physical products and courses sold both through the website and by other means.

DESCRIPTION AND PRICE OF GOODS AND COURSES

All descriptions and prices for items are correct and applicable at the point of sale. Redstone Willows retains the right to change descriptions and prices as required.

All photographs and descriptions of items are designed to show a true representation of the good or course. They however do not form part of the contract between Redstone Willows and the customer.

All goods and courses are sold subject to availability. Any goods and courses sold that are not available will entitle the client to a full refund within 14 working days.

Redstone Willows accepts no responsibility for loss, damage or injury resulting from the use of any good sold from this website.

There is no contract between Redstone Willows and the customer until Redstone Willows has received your order and you have received a confirmation email back to the email address/address you provide.

Redstone Willows reserves the right to refuse to accept orders from individuals or companies without further explanation.

Redstone Willows, its employees and other agents shall not be liable for any direct, indirect, special or consequential loss or damage including loss of profit or any other form of compensation.

Redstone Willows reserves the right to change these terms of sale without notice to you in relation to future sales, all changes will be made available for clients and potential clients to see on this website under the terms and conditions section.



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COURSE BOOKINGS

It is the responsibility of the person making the booking to ensure that the selected course is appropriate for their needs.

All Course participants under the age of 18 years must be accompanied by an adult and agreed in advance with Redstone Willows.

Course Participants must disclose any medical conditions that may affect their study on our courses prior to the start date of the course, either on the booking form, or when booking online. Redstone Willows cannot be held responsible for any losses or injuries incurred as a result of failure of customers to disclose medical conditions.

Any changes in the customers' contact details must be notified in writing.

All course booking forms must be accompanied by payment in full.

Course Bookings will only be confirmed on receipt of a booking form signed by the customer with full payment or once payment is received when booking online.

Redstone Willows reserves the right to refuse admission to a course if full payment is not received prior to the course start date.

PAYMENT TERMS

All prices on the website are quoted in pounds sterling and include VAT at the current applicable UK rate.

We will not accept any liability for any charges levied by your bank/card issuer.

'MADE- TO-ORDER' ITEMS

For payment of made-to-order items a deposit of 50% is required. The remainder of the payment will be due once the item is manufactured.

DELIVERY



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We aim to despatch all goods within **7-10 working days** (unless otherwise indicated).

PRODUCT RETURNS

If you change your mind please contact us within 24 hours of placing your order.

We fully comply with the Distance Selling Regulations, which give consumers buying by mail-order products the right to examine and test items at home as they would in a shop.

Therefore, if you are not happy with any product you have bought, please notify us **in writing** within 7 working days after your order has arrived. Then, on receipt of a returns number, please return the item back to us.

Items must be in their original condition, unused, free from damage and in their original packaging and we can either exchange them or refund you.

Please note, living willow items cannot be returned unless they are damaged or if we have made a mistake.

Please note that we are unable to refund postage costs unless the items are damaged or if we have made a mistake.

We would recommend taking insurance when returning goods as Redstone Willows cannot be held responsible for goods damaged in transit.

The address to return items to is:

Redstone Willows
Cresswellshawe Farm
Sandbach Road North
Alsager
Stoke-On-Trent
ST7 2AU

DAMAGED ITEMS

If there are any problems with your goods that relate to a manufacturing fault Redstone Willows will replace the damaged or defective items. If no replacements are available, Redstone Willows will be pleased to offer a refund. This does not affect your statutory rights.



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Before you sign for the goods, please inspect them to ensure that they have arrived undamaged. Once you have signed for the goods it may not be possible to prove that the damage occurred before they came into your possession. If the goods are left without a signature, please make sure you contact us within 24 hours of the delivery taking place to notify us of any damages or shortages.

BESPOKE OR 'MADE-TO-ORDER' ITEMS

Unfortunately, items made to order cannot be cancelled or returned unless defective.

GIFT VOUCHERS

Gift vouchers are non transferable. Over the 7 day return period above gift vouchers are non refundable.

COURSE CANCELLATION BY CUSTOMER

Please let us know in writing as soon as you are unable to attend the course.

We require written confirmation at least 30 days prior to the start date of the course. If written confirmation is received 30 days or more prior to the start date of the course, a full refund will be given.

If a written cancellation is received between 30 days and 14 days prior to the start date of the course a 50% refund will be given.

If a cancellation is received less than 14 days prior to the start date of the course then no refund will be given, however at our discretion we may be able to offer an alternative course/course date of the same value.



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COURSE CANCELLATION BY REDSTONE WILLOWS

In rare circumstances when we are forced to cancel, reschedule or change the location of a course, Redstone Willows will inform customers as soon as the changes are made. Customers will be offered the option of either booking onto an alternative course, of the same value, at no extra charge, or receiving a full refund.

CUSTOMER CONDUCT: WILLOW COURSES

1. Redstone Willows expects its customers to behave in a safe and reasonable manner throughout the course, and not to jeopardise the enjoyment or the safety of other course participants.
2. All Customers must follow 'Redstone Centre Health & Safety Rules for Visitors.'

Failure to comply with the above may result in removal from the course, without refund, and Redstone Willows will not be liable for any subsequent losses.

CUSTOMER CONDUCT: BUSHCRAFT & SURVIVAL COURSES

1. Redstone Willows expects its customers to behave in a safe and reasonable manner throughout the course, and not to jeopardise the enjoyment or the safety of other course participants. In particular:
2. No alcohol or illegal drugs are to be brought onto the site, and customers must not be intoxicated at any time during the course.
3. Unless otherwise stated, course participants are responsible for bringing adequate clothing and equipment to the course, details for which will be sent to all participants prior to the course start date.



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4. Customers must comply with all reasonable instructions and directions from the Instructors, and in particular no knives must be used until the Instructors are satisfied that the clients have been fully instructed in knife safety.

5. No fires are to be lit without the express consent of the Instructors, and fires must not be left unattended at any time.

6. Customers must follow 'Redstone Centre Health & Safety Rules for Visitors.'

7. Customers are responsible for any equipment issued to them during the course, and will be liable for loss or breakage. All equipment must be handed back in the same condition it was issued in.

Failure to comply with the above may result in removal from the course, without refund, and Redstone Willows will not be liable for any subsequent losses.

LIABILITY

1. While Redstone Willows makes every effort to minimise risks, we will not be held liable for accidents, mishaps or losses that are not a result of negligence on the part of Redstone Willows., or for any accidents or losses which are due to course participant's failure to follow the instructions of the Instructors.

2. Redstone Willows cannot be held responsible for any losses, thefts or any damage to customer's personal belongings, clothing, money or vehicles during attendance on one of its courses. Customers are advised to keep valuable belongings with them at all times.

3. It is the customer's responsibility to ensure that they arrive in a timely manner in order to be able to join the course.

4. Redstone Willows recommends that customers consider taking out their own personal insurance if they require it.

5. Redstone Willows will not be responsible for any accidents or mishaps occurring to third parties taught by attendees of any Redstone Willows course.

COMPLAINTS

Any Complaints should be directed in the first instance to the Instructors during the course, so that the issues can be resolved at the time. Any complaints that arise after the end of the course must be put in writing to Redstone Willows within 28 days of the end of the course. Redstone Willows will not be liable for in respect of any complaints received after this time.



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DATA PROTECTION

The customer agrees to allow Redstone Willows to retain information and use it to:

1. Communicate with the customer to perform their rights and obligations under this agreement.
2. Inform customers about their course, products and services which may be of interest to them.

If the customer does not wish to receive correspondence from Redstone Willows, except that which is in direct response to their order, a written request should be made to:

Redstone Willows, Cresswellshawe Farm, Sandbach Road North, Alsager, Stoke-On-Trent, ST7 2AU or emailed to info@redstonewillows.com

OTHER

The customer agrees that any photographs taken by the Instructors during the course may be used by Redstone Willows in promotional material, either printed or on the Internet.