

# Back to Basics Well-Being Events

## Terms and Conditions

In all that follows the terms 'we/us/our' means sCynergy Consulting. sCynergy Consulting is a partnership between Christina Rayner and Stephen Rayner. Back to Basics Wales activities are provided by sCynergy Consulting.

The terms 'you/your' means the person making the booking on behalf of themselves and/or others.

The term 'event' means any of our booked events including practical workshops, online webinars and personal coaching sessions.

## Covid-19 Update for practical workshops at Bryn Bolgoed

- You must not attend if you – or anyone in your household (or 'extended' household) – are showing symptoms of Covid-19: you must self-isolate and arrange to be tested. If you are unable to attend because you need to self-isolate, we will refund your fees in full if you can provide evidence that you have either tested positive or are awaiting test results at the time of the workshop.
- If, after booking, you are prevented from attending by Government restrictions on travel or gatherings imposed to prevent transmission of Covid-19, we will refund your fees in full.
- We have put in place reasonable measures to prevent the transmission of Covid-19 during our workshops, including social distancing and hygiene arrangements. We expect you to abide by these measures to protect yourself, us and other guests.
- We will need to retain your contact details to enable us to comply with the Welsh Government's Test, Trace, Protect strategy. If any of our guests develop Covid-19 symptoms either during or soon after the workshop, you can expect to be contacted by Test, Trace, Protect staff. If you develop Covid-19 symptoms either during or soon after the workshop, please inform us, so we can alert other guests that they may be contacted by the Test, Trace, Protect team.

## Bookings

The person making the booking does so on behalf of any others included in the same booking. This person, by making the booking, accepts all booking terms and conditions, without exception, as set out herein and will share them with all other persons paid for at the time of booking.

## Payments

We require payment in full at the time of booking, preferably online via PayPal. If you need to pay by alternative methods (e.g. online bank transfer, cheque or invoice) please contact us ASAP to arrange payment. We will reserve you a place on the event for up to 7 days or up to the day before an event, whichever is sooner, but if payment has not been received by then, your reservation will be cancelled.

## Cancellations

If we cancel an event, we will either refund your fees in full or transfer you to another available course, depending on your choice.

If you cancel your booking more than 4 weeks in advance, we will refund 75% of your fees.

If you cancel your booking less than 4 weeks before an event, we are unable to refund you.

## Insurance

sCynergy Consulting and Bryn Bolgoed Farm hold Public Liability Insurance. However, you are advised to arrange your own insurance to cover eventualities such as cancellation (including cancellation due to force majeure), injury, or loss of personal items during practical workshops. We do not accept any responsibility for any guests' property of any description, including money, luggage, electronic equipment or vehicles and their contents. Driving and parking at Bryn Bolgoed Farm and for off-site activities is at your own risk.

## Force Majeure

We do not accept any responsibility for any aspect of your activity affected by matters over which we have no control, for example weather conditions, industrial disputes, terrorism, delays, acts of God, war, quarantine, sickness or any other cause.

## Activities during practical workshops at Bryn Bolgoed

Outdoor activity provision in the UK has an enviable safety record. However, accidents can occur. Due to the environment and terrain in which they are held, all adventurous activities hold inherent risks and can never be 100% safe. By booking a practical workshop with us you are accepting this statement. This not only includes activities off-site, but also on-site; walking in our woodlands, where stream banks, tree roots and fallen branches can also pose a risk.

Your activity instructor for bushcraft, walking and canoeing will issue safety instructions and advice. You are expected to adhere to these at all times.

You will be asked in a pre-event telephone call to declare your general fitness level. Please be honest, as we cannot accept any responsibility if the group activity chosen is not suitable for you.

## Risk Assessments for practical workshops at Bryn Bolgoed

We will decide on Day 1 of a weekend workshop what activity option(s) we have for day 2. These will depend on the weather forecast and current local ground and water conditions. We will also factor into this decision the fitness level of the group. If we decide to cancel a walking or canoeing activity, we will provide alternative activities appropriate to the theme of the workshop.

## Personal Information and Confidentiality

You must provide us with all personal information that we request, to enable us to work with and look after you safely during the event – including relevant contact and emergency contact details, medical and dietary information. We cannot be responsible for any outcomes arising from your omission to provide us with such relevant information.

We will always protect your confidentiality and right to privacy. One-to-one coaching conversations are confidential. It is your choice alone if you wish to share personal information in a group workshop setting. We will protect information about you from unauthorised access or disclosure.

## Coaching and Mindfulness

Coaching and mindfulness activities are designed to help you promote awareness of your mind and body. They are not being offered specifically as a treatment for any physical or psychological conditions. However, the aim is for individuals to benefit from the practices they develop but we cannot guarantee any outcomes.

Any action you take after coaching conversations and support is performed voluntarily and is your own responsibility. Guests should seek independent professional advice before undertaking any physical, business or investment actions

## Safeguarding

In exceptional circumstances, the need to safeguard you from serious harm may require us to override our commitment to making your wishes and confidentiality our primary concern. We may need to act in ways that will support any investigations or actions necessary to prevent serious harm to you or others. In such circumstances, we will do our best to respect the parts of your wishes or confidences that do not need to be overridden in order to prevent serious harm.

## Intellectual Property

All material relating to the event is subject to copyright and other intellectual property rights. You may not record, use or reproduce any materials without the written permission of the owner.

## Smoking

Bryn Bolgoed is a *No Smoking* site so we regret that guests may not smoke or use naked flames at any time on our property.

## Dogs

Bryn Bolgoed is a working sheep farm – and we have lots of cats – so we regret that we cannot allow our guests to bring dogs on site.