



Terms & Condition

Further Education Courses

2025/26

Reviewed 12.2024

Parties

Learner, Buyer &/or Business purchasing our course.

(hereinafter the “Buyer/Learner/Business”); and

Training Provider: Skern Lodge Limited (trading as Skern Training & Skills)

Company number: 05025194 Registered office: 1 Jubilee Street, Brighton, BN1 1GE

(Hereinafter the “Supplier”)

Background

- The Supplier, Skern Training and Skills is the training provider.
- The Buyer/Learner
- The Supplier and Buyer/Learner are intending to enter a Service Contract (“Agreement”) in which the Supplier will provide Learning services to the Learner.

1. Definitions

For purposes of this Agreement, the following terms shall have the following meanings:

Agreement: means the Contract for Services defined by the Clauses.

Training Specialists: means the person delivering the Training Services, including sub-contractors.

Booking Form means the website form used by the Learner to book the Services via the Supplier’s website.

Booking Fee: a fee payable by the Client to secure the booking of the Supplier’s Services, see Clauses 5.1(b), (i) & (c) (1).

Charges: the charges payable by the Learner for the supply of the Services in accordance with Clause 4.

Classroom Study: study by the Learner when physically attending a classroom.

Start Date has the meaning given in Clause 3.1.

Contract: the contract between the Learner and the Supplier for the supply of Services in accordance with these Clauses.

Clause: means a clause in the contract.

Intellectual Property: Intellectual Property Rights: patents, rights to inventions, copyright, and related rights, trademarks and service marks, business names and domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets), and all other intellectual property rights, in

each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Learner Default: has the meaning given in Clause 4.2.

Materials: means handouts, course notes and copies of presentations and includes both paper and electronic versions thereof.

Online Teaching: means online teaching delivered by an appropriate online platform such as Microsoft Teams.

Personal Data: means the data which relates to a living individual who can be identified from that data or from that data and other information and which is provided to the Supplier by the Learner.

Self-Study: study by the Learner, without direct supervision or attendance virtually or in a class.

Services: means the course(s), to be provided by the Supplier under the Contract, as set out in the Specification.

Specification: the description or specification for the Services agreed in writing by the Learner and the Supplier.

VAT: means Value Added Tax

2. Supply of Services

2.1 The Supplier shall perform and deliver Learning Services to the Learner as per services specified within the Booking Form for the duration of the Agreement.

2.2 The Learning Services which the Supplier can provide and are subject to this Agreement, are as follows:

- **Classroom Study** (*otherwise known as face to face, including inductions and tutorials*)
- **Online Teaching** (*including inductions and tutorials*)
- **Self-Study** (*Supplier designed content*)
- **1-2-1s** (*Trainer support available via phone or Teams*)
- **Self-Led Study** (*research and investigation by the Learner*)
- **Assessments** (*Face to face or online submissions, exams or other evidence testing*)

2.3 The Supplier shall perform the Learning Services in accordance with and subject to the terms and conditions of this Agreement.

2.4 The Supplier shall meet any performance dates for the Services specified in the Booking form.

2.5 The Supplier will make reasonable endeavours to mark submitted **work within 10 days of receipt and make feedback available 10 working days after the assessment deadline.** Working days exclude Saturday and Sunday, bank holidays and any other day when STS is closed.

2.6 Where Additional Learning support (including an EHCP needs) is requested by the Learner/Buyer or identified by the Supplier as key to the learner success on programme it will be **individualised and costed prior to the start of programme, included in the training/learning plan and added as part of the overall quote/cost.**

2.8 Where ALS is identified mid-programme, for example a previous hidden need, this will be **individualised, costed, agreed and invoiced between all parties.**

2.9 If the Learner requires paper versions of resources additional cost of **£50** will be charged to the Learner/Buyer.

2.11 Certificates Learners attain are provided by external third parties and can take up to 12 weeks to become available, the Supplier accepts no liability for any such delays.

2.12 The fee for any such certificates is including in the agreed fee for the Services, however if a replacement is required, the Learner/Buyer will be required to pay a fee of **£15.00** for each additional copy.

2.13 The Learner is permitted to request to upgrade their selected Service by making a formal request in writing to the Supplier using the following sts@skernlodge.co.uk. Any such upgrade will be solely at the Suppliers discretion, whereby if accepted, the Learner and/or Buyer will be notified of any applicable fee. For instance, an ILM L2 *award* upgrading to a *certificate*.

2.14 The Supplier shall use all reasonable endeavours to meet any performance dates specified in the Booking Form, but any such dates shall be estimates only and time shall not be of the essence for performance of the Services.

2.15 Services cancellation – the following terms apply in the circumstances where the Services are cancelled, as follows:

1. Supplier cancellation – If the Supplier is required to cancel the Services due to insufficient numbers, the Supplier reserves the right to rebook the Learner onto an alternative course or offer a up/downgrade, or refund.
2. Learner cancellation – if the Learner cancels the Services, the Supplier will be under no obligation to allow the Learner a place on the next appropriate course but will, at the Supplier discretion, attempt to fit them on where possible. Please note that the Learner will be liable for the Cancellation Fee as per Clause 5.3.

2.16 The Supplier reserves the right to amend the Specification if necessary to comply with any applicable law or regulatory requirement, or if the amendment will not materially affect the nature or quality of the Services, and the Supplier shall notify the Learner in any such event.

2.17 To allow the Supplier to provide their Services immediately, the Learner can provide express permission for the Services to commence, thereby waiving their 14 days cooling off period rights by signing the attached authority.

3. Term

Please refer to your individual learner agreement/course information sheet for dates, submissions, and content/cost/durations.

3.1 The term of shall commence and finish on the agreed dates in the Learner Agreement and learning plan in Bud, inclusive of submission deadlines, Learner/Buyer signature and date signed.

3.2 Learners failing to submit work to the set deadlines, being marked as a failure in any final assignment or going beyond the end of programme date will be removed from the programme. The supplier is not obligated to offer any refund in such circumstances.

Learner Obligations

4.1 The Learner shall:

4.2 If the Supplier's performance of any of its obligations under the Contract is prevented or delayed by any act or omission by the Learner or failure by the Learner to perform any relevant obligation (Learner Default):

- a) Without limiting or affecting any other right or remedy available to it, the Supplier shall have the right to suspend performance of the Services until the Learner remedies the Learner Default, and to rely on the Learner default to relieve it from the performance of any of its obligations in each case to the extent the Client Default prevents or delays the Supplier's performance of any of its obligations.
- b) The Supplier shall not be liable for any costs or losses sustained or incurred by the Learner arising directly or indirectly from the Supplier's failure or delay to perform any of its obligations as set out in this Clause 4.2.
- c) The Learner shall reimburse the Supplier on written demand for any costs or losses sustained or incurred by the Supplier arising directly or indirectly from the Learner Default.
- d) Plagiarism, including the use of AI, to complete assignments is prohibited and could lead to removal from the course.
- e) Wordcounts must be adhered to where detailed within each qualification specification, individual training/learning plan and STS CIS (Curriculum Information Sheet).
- f) The Learner shall provide such necessary information for the provision of the Services as the Supplier may reasonably request.
- g) The Learner is permitted to submit 2 submissions only: 1 x Draft and 1 x Final submission

The learner must:

- a) keep their camera on and be prepared to interact with their Trainer and other class members where appropriate whilst attending on-line sessions,
- b) submit all assignments by the deadlines as detailed within the training/learning plan within Bud, failure of timely submission will lead to removal from the course.
- c) be respectful behaviours and attitudes must be always upheld by learners whilst taking part in training. By this we mean active participation in lessons and learning, being considerate of other points of view and adhering to EDI, safeguarding policies, British Values and Health and safety regulations.
- d) complete the minimum study hours, see TQT (Total Qualification Time) requirements for your specific course in your training/learning plan
- e) attend agreed on-line tutorials and classes as detailed by their learning plan in BUD.
- f) co-operate reasonably with the Supplier in all matters relating to the Services.
- g) provide correct and up to date ID, prior to commencement of the Services.
- h) provide the Supplier with such information and materials as the Supplier may reasonably require supplying the Services and ensure that such information is complete and accurate in all material respects.
- i) ensure they behave in a professional and respectful manner to the Supplier and fellow Learners (and not engage in activities such as bullying, verbal abuse or intimidating behaviour)
- j) attend all training sessions punctually and for the full period.
- k) where the Learner is undertaking Self-Study, complete all pre course work (where applicable).
- l) obtain and maintain all necessary licences, access, planning, permissions, and consents which may be required for the Services before the date on which the Services are to start.
- m) provide the Supplier with all relevant notification periods, in good time.
- n) comply with all applicable laws, including health and safety laws and safeguarding practices.

5. Charges and Payment Terms

5.1. The Charges for the Services shall be set out in the Supplier's online Booking Form and shall be charged in the following manner:

5.2 Cooling off period: 14 days from acknowledgement of application. Where learner needs to start their course sooner (within the 14 days), they will waiver their ability to access the cooling off period and need to sign on their learner agreement to acknowledge this.

5.3 If the Client cancels the contract, they will be liable to pay the following fees:

- a) Within 7 days of the agreed Services commencement – 25% Booking fee (if no Booking Fee has been paid, an invoice will be submitted by the Supplier and payable within 7 days) per learner.
- b) During the period of the Contract (per learner) – the agreed fee in full.

- c) Any amendments to the agreement signed, must be requested in writing, and will be individually costed and invoiced under same terms and conditions laid out in this document.

5.4 All amounts payable by the Learner under the Contract are inclusive of amounts in respect of value added tax chargeable from time to time (VAT). Where applicable, the VAT element of the invoice will be clearly specified and payment of this taxable element, is due at the same point as the Charges specified in Clause 5.1.

5.4 The Learner can pay by Purchase Order (preferrable) or can be invoiced prior to the start of the course. Learner shall pay each invoice submitted by the Supplier by either Direct Bank Transfer, or BACS in full and in cleared funds to a bank account nominated in writing by the Supplier, and time for payment shall be of the essence of the Contract.

5.6 If the Learner fails to make a payment due to the Supplier under the Contract by the due date, then, without limiting the Supplier's remedies under Clause 8 (Termination), the Learner shall pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this Clause 5.6 will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%.

5.7 All amounts due under the Contract shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

Warranties

6.1. The Supplier warrants to the Learner that services will be performed by appropriately qualified and trained personnel.

6.2. The Supplier warrants to the Learner that any information supplied to the Learner under the Services is true, accurate and complete at the time of delivery and to the best of their knowledge and belief.

6.3. The Supplier warrants to the Learner that it will comply with all applicable regulations or other legal requirements within England and Wales concerning the performance of the Services.

6.4. Except for the warranties stated in this Section, Supplier expressly does not warrant that the operation of Services shall be uninterrupted or error-free; or that Services will operate on any system, or with any software, other than the system with which the Supplier tested such Services. Supplier does not warrant any third-party software development tools.

7. Limitation of Liability

7.1 Nothing in the Contract shall limit or exclude the Supplier's liability for:

- a) death or personal injury caused by its negligence, or the negligence of its employees, agents, or subcontractors.
- b) fraud or fraudulent misrepresentation; or

- c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession) or any other liability which cannot be limited or excluded by applicable law.

7.2 Subject to Clause 7.1, the Supplier shall not be liable to the Learner, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for:

- a) loss of profits.
- b) loss of sales or business.
- c) loss of agreements or contracts.
- d) loss of anticipated savings.
- e) loss of use or corruption of software, data, or information.
- f) any delays due to the Learner failing to provide appropriate ID.
- g) any damage or losses (or associated claims) as a result of the Services delivered by sub-contractor Associate Trainers.
- h) loss of or damage to goodwill; and
- i) any indirect or consequential loss.

7.3 Subject to Clause 7.1, the Supplier's total liability to the Learner, whether in contract, tort (including negligence), breach of statutory duty or otherwise, arising under or in connection with the Contract, shall be limited to 100% of the total charges paid under the Contract.

7.4 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and the terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Contract.

7.5 All claims against Supplier must be brought within (one) 1 year after the cause of action arises and the Client waives any statute of limitations which might apply by operation of law or otherwise.

7.6 This Clause 7 shall survive termination of the Contract.

8. Insurance

8.1 During the term of the Contract, the Supplier shall maintain in force, with a reputable insurance company, professional indemnity insurance and public liability insurance to cover the liabilities that may arise under or in connection with the Contract and shall, on the Learner's request, produce both the insurance certificate giving details of cover and the receipt for the current year's premium in respect of each insurance.

9. Termination

9.1 Without affecting any other right or remedy available to it, either party may terminate the Contract prior to commencement by giving the other party 7 days written notice. If the Client terminates the Contract, they will still be liable for the cancellation fee as per Clause 5.3.

9.2 Without affecting any other right or remedy available to it, the Client may terminate the Contract with immediate effect by providing written notice to the Supplier if:

- a) the Supplier commits a material breach of its obligations under the Contract and (if such breach is remediable) fails to remedy that breach within 14 days after receipt of notice in writing to do so.
- b) the Supplier takes any step or action in connection with its entering administration, provisional liquidation or any composition or arrangement with its creditors (other than in relation to a solvent restructuring), being wound up (whether voluntarily or by order of the court, unless for the purpose of a solvent restructuring), having a receiver appointed to any of its assets or ceasing to carry on business.
- c) the Supplier suspends, or threatens to suspend, or ceases or threatens to cease to continue all or a substantial part of its business.
- d) 9.3 Without affecting any other right or remedy available to it, Supplier may terminate the Contract with immediate effect by giving written notice to the other party if:
- e) the Learner commits a material breach (including breach of the terms stipulated at Clause 11.2.
- f) the Learner fails to pay any amount due under the Contract on the due date for payment.
- g) the Learner's financial position deteriorates to such an extent that in the terminating party's opinion the other party's capability to adequately fulfil its obligations under the Contract has been placed in jeopardy.
- h) Conduct or engagement.

9.4 Without affecting any other right or remedy available to it, the Supplier may suspend the supply of Services under the Contract or any other contract between the Learner and the Supplier, if the Learner fails to pay any amount due under the Contract on the due date for payment, the Learner becomes subject to position stated in Clause 9.3, or the Supplier reasonably believes that the Client is about to become subject to it.

10. Consequences of Termination

10.1 On termination of the Contract:

- a) the Learner shall immediately pay to the Supplier all the Supplier's outstanding unpaid invoices (including any applicable cancellation fee in accordance with Clause 5.3 and, in respect of Services and Goods supplied but for which no invoice has been submitted, the Supplier shall submit an invoice, which shall be payable by the Client immediately on receipt.
- b) the Learner shall return all the Supplier Materials which have not been fully paid for or the Supplier deems are required to be returned. If the Client fails to do so, then the Supplier may enter the Learner's premises and take possession of them. Until they have been returned, the Learner shall be solely responsible for their safe keeping and will not use them for any purpose not connected with the Contract.

10.2 Termination or expiry of the Contract shall not affect any rights, remedies, obligations, or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination or expiry.

10.3 Any provision of the Contract that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the Contract shall remain in full force and effect.

11. Use of Materials

- a) 11.1. The Learner is not permitted to commercially disseminate the Materials provided by the Supplier.
- b) For all personal purposes exclusively within the Learner's organisation.
- c) To share knowledge gained from the Materials within the Learner's organisation.
- d) To do so copies may be made of the Materials for use within the Learner's organisation.

11.2. The Learner is granted a non-exclusive limited licence to use the Materials for the purposes of the Contract, however the non-exclusive licence expressly prevents the Learner from:

- a) Copying, utilising, or otherwise extracting parts of the Materials to create new materials without express written consent from the Supplier.
- b) Creating new materials, copying, utilising, or otherwise extracting parts of the Materials where express consent has been obtained to do so, without making full written acknowledgement of copyright to the Supplier.
- c) Selling the Material in any form or using or permitting any person to use the Materials to deliver training to any person or persons.
- d) Copying or storing the Materials in an electronic retrieval system to which other persons could obtain access.
- e) Providing to and/or selling the Materials to sub-Learners to use and plagiarise.
- f) This licence provided pursuant to this Agreement is personal to the Learner and may not be assigned, sub-licensed or otherwise transferred without our prior written permission from the Supplier.

11.3 The Learner accepts that where a breach of the non-exclusive licence provided occurs, to claim damages alone would be insufficient and the Learner therefore agrees that in the event the licence terms are breached Supplier is entitled to pursue additional legal remedies in addition to bringing a claim for damages including but not limited to obtaining an injunction to prevent the dissemination of the Materials.

11.4 The Supplier and/or any of their employees, servants, agents, and sub-contractors shall not be liable to the Learner or any other third party for any losses or damages whatsoever or howsoever arising in connection with the Learner's or any third party's use of the Materials.

12. Data Protection and Data Processing

12.1 The Learner and the Supplier acknowledge that for the purposes of General Data Protection Regulation (GDPR), the Client is the Data Controller, and the Supplier is the Data Processor in respect of any Personal Data.

12.2 The Supplier shall process the Personal Data only in accordance with the Client's instructions from time to time and shall not process the Personal Data for any purposes other than those expressly authorised by the Learner.

12.3 The Supplier shall take reasonable steps to ensure the reliability of all its employees who have access to the Personal Data.

12.4 Each party warrants to the other that it will process the Personal Data in compliance with all applicable laws, enactments, regulations, orders, standards, and other similar instruments.

12.5 The Supplier warrants that, having regard to the state of technological development and the costs of implementing any measures, it will:

- a) take appropriate technical and organisational measures against the unauthorised or unlawful processing of Personal Data and against the accidental loss or destruction of, or damage to, Personal Data to ensure a level of security appropriate to:
- b) the harm that might result from such unauthorised or unlawful processing or accidental loss, destruction, or damage; and the nature of the data to be protected.
- c) take reasonable steps to ensure compliance with those measures.

12.6 Each party agrees to indemnify and keep indemnified and defend at its own expense the other party against all costs, claims, damages, or expenses incurred by the other party or for which the other party may become liable due to any failure by the first party or its employees or agents to comply with any of its obligations under this Clause 12.

12.7 The Learner acknowledges that the Supplier is reliant on the Learner for direction as to the extent to which the Supplier is entitled to use and process the Personal Data. Consequently, the Supplier will not be liable for any claim brought by a Data Subject arising from any action or omission by the Supplier, to the extent that such action or omission resulted directly from the Learner's instructions.

13. Confidentiality

13.1 Each party undertakes that it shall not at any time during the Contract, and for a period of five years after termination of the Contract, disclose to any person any confidential information concerning the business, affairs, Learners, clients or suppliers of the other party, except as permitted by Clause 13.2.

13.2 Each party may disclose the other party's confidential information:

- a) to its employees, officers, representatives, subcontractors, or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors, or advisers to whom it discloses the other party's confidential information comply with this Clause 13: and
- b) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority.

13.3 Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under the Contract.

14. Force Majeure

14.1 Neither party shall be liable for failure to perform, nor be deemed to be in default, under this Agreement for any delay or failure in performance resulting from causes beyond its reasonable control, including but not limited to acts of God, acts of Governmental authorities, acts of terrorism, natural catastrophe, fire, storm, flood, earthquake, riot, insurrection, civil disturbance, sabotage, embargo, blockade, acts of war, accident, epidemics, pandemics, lightning damage, electromagnetic interference, radio interference, strikes, industrial dispute, power failure or any other cause beyond its reasonable control.

14.2 In the event of such delay, the date of delivery or time of completion will be extended by a period of time reasonably necessary to overcome the effect of any such delay.

15. Publicity

15.1 The Supplier may use the Learner's name or mark and identify Learner as a Learner of the Supplier, on Supplier's website and/or marketing materials. The Supplier may issue a press release, containing Learner's name, related to any award under this Agreement.

15.2 Neither party will use the other party's name or marks, refer to or identify the other party for any other reason, except as established in this section, without such other party's written approval. Any approval required under this Section shall not be unreasonably withheld or delayed by either party.

16. Assignment

16.1 The Supplier may at any time assign, mortgage, charge, subcontract, delegate, declare a trust over or deal in any other manner with any or all of its rights and obligations under the Contract. The Supplier shall have written agreement(s) with its subcontractors that contain, at a minimum, clauses that are the same as or comparable to the sections of this Agreement regarding ownership rights and confidentiality of Learner's materials.

16.2 The Learner shall not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under the Contract.

17. Intellectual Property

17.1 All Intellectual Property Rights in or arising out of or in connection with the Services (other than Intellectual Property Rights in any Learner Materials) shall be owned by the Supplier.

17.2 The Supplier grants to the Learner or shall procure the direct grant to the Learner of, a fully paid-up, worldwide, non-exclusive, royalty-free licence during the term of the Contract, to copy the Materials (excluding materials provided by the Client) for the purpose of receiving and using the Services for the period of the Contract only.

17.3 The Client shall not sub-license, assign or otherwise transfer the rights granted in Clause 19.2

18. Law and Jurisdiction

18.1. This Agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England.

18.2. The parties hereby irrevocably agree to submit to the exclusive authority of the Courts of England and Wales to settle any dispute or claim (including non-contractual disputes or claims) that arises out of or in connection within this Agreement or its subject matter or formation.

19. General Terms

19.1 Entire Agreement

The Contract constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, representations, and understandings between them, whether written or oral, relating to its subject matter.

19.2 Waiver

A waiver of any right or remedy under the Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent breach or default. A failure or delay by a party to exercise any right or remedy provided under the Contract or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

19.3 Severance

If any provision or part-provision of the Contract is or becomes invalid, illegal, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Contract.

19.4 Notices

1. Any notice or other communication given to a party under or in connection with the Contract shall be in writing and shall be delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office or sent by fax to its main fax number or sent by email to sts@skernlodge.co.uk.
2. A notice or other communication shall be deemed to have been received: if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address; if sent by pre-paid first class post or other next working day delivery service, at 9.00 am on the second Business Day after posting; or, if sent by fax or email, at 9.00 am on the next Business Day after transmission.
3. This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any other method of dispute resolution.

19.5 Third party rights.

1. Unless it expressly states otherwise, the Contract does not give rise to any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Contract.
2. The rights of the parties to rescind or vary the Contract are not subject to the consent of any other person.

CANCELLATION FORM

To cancel your agreement, you must send a record to sts@skernlodge.co.uk.

The Consumer Contracts (Information, Cancellation and Additional Payments) Regulations
2013

By ticking this agreement, you confirm that you expressly request that the Supplier commences the Services in relation to matters which are the subject matter of this agreement before the end of any cancellation period and that you acknowledge that In the event that you should subsequently decide to cancel the contract within the cancellation period, you will be liable to pay us an amount for the supply of the service for the period up to the date on which you inform



of your decision to cancel the contract (in addition to any applicable Booking and Cancellation Fees).