Terms and conditions

When planning your holiday it is often easy to overlook 'commonplace' details which are not part of your holiday experience. The information on the following pages is very important as it forms the basis of the agreement between you, the client, and us, Studio Felt and Fibers (hereafter referred to as SFF), and we ask you to read it carefully.

In particular, the Booking Conditions detail our responsibilities to you and yours to us and provide guidelines to cover circumstances which may arise.

When you sign the Booking Form or acknowledge agreement of our booking conditions as detailed on our website, you are confirming that you have read the Booking Conditions and agree to be bound by them.

1. Travel Insurance

It is strongly recommended that you arrange a comprehensive travel insurance policy, this must include cancellation, repatriation, medical and personal cover and also full cover for you personal belongings, since these are not covered by SFF.

However, you must reassure yourself that the insurance you purchase is adequate and appropriate for your needs, and in particular for any activities, on and off premises, you are contemplating during your holiday.

In the event of a non-insurable cancellation, refunds of amount paid will be made if SFF is able to re-let the holiday booked and any expenses or losses incurred doing so will be deducted from the refundable amount.

2. Booking Form

All bookings must be made on our Booking Form and signed by the participant, or by the legal responsable in case of a participant under 18 years of age.

In case of a group booking, the person signing the Booking Form is responsable for payment of all participants in the group.

Once we have received your Booking Form and all appropriate deposits, we will confirm your holiday by issuing a confirmation letter. At the same time you will receive the material list of all required materials you need to provide for your own use.

3. Prices

The prices quoted on our website or in our publicity and promotional materials are correct at the time of publication. In the event of any changes in our prices to those stated we will notify you prior to accepting your booking.

Brochure Accuracy - Every care has been taken to ensure that the information in the brochure(s) is accurate at the time of printing, however, as a result of local conditions e.g. weather, time of year it may sometimes be necessary to change from the itinerary as advertised in our brochure(s) or website.

4. Price Guarantee

Whilst we reserve the right to change our prices, your confirmation letter price is fully guaranteed and will not be subject to change.

5. Deposits

A non-refundable 25% deposit per person is payable at the time of booking. Payment by direct bank transfer. We cannot accept cheques, nor credit card . In the case of group bookings, there should be one single payment.

6. Balance

The balance of the holiday cost is payable 12 weeks before the start date of the course. If the booking is made within 13 weeks of the course start date, then the full amount will be due up front. If we do not receive all payments due in full by this date, we reserve the right to treat your booking as cancelled by you. We advice you to pay attention to this date, because your deposit will not be refunded

7. Amendments by You

If you wish to make amendments to your booking after the contract is formed, we will do our best to arrange this. Amendments requested within 12 weeks of the course start date may result in cancellation charges as laid out below.

8. Cancellation by You

You or any member within your group booking may cancel your holiday at any time provided that the cancellation is made in writing by the person signing the booking form. Cancellation charges will be calculated from the date of receipt of the written (email or post) cancellation.

Charges will be made as follows:

• Cancellation 12 weeks or more before the course will result in the loss of deposit unless we can re-sell the holiday. If we refill the place, then we will return your deposit minus an admin fee of €25,- per person.

• Cancellation 8-12 weeks before the course will result in the loss of 50% of the cost of the holiday.

• Cancellation 4-8 weeks before the course will result in the loss of 75% of the cost of the holiday.

• Cancellation less than 4 weeks before the course will result in the loss of 100% of the cost of the holiday.

We reserve the right to re-sell any part of a cancelled holiday and this does not affect our right to levy the cancellation fees.

NB. In case you have a compelling reason to cancel your booking within 4 weeks before commencement, at your request we can transfer your booking and payment to a future course (until the end of next season). If our prices change within the year, you will be required to pay the difference.

Covid-19 Addendum:

In addition to the cancellation terms outlined above, and to alleviate any concerns around booking, we have a very clear and transparent policy for cancellations related to Covid-19 as follows:

For any Covid related government-imposed restrictions (travel restrictions, quarantines etc) we will return any monies paid to us or transfer funds to a future course without question and as is the preference.

However if there are no government restrictions in place then we would revert to our standard cancellation terms.

9. Amendments by Studio Felt and Fibers

We will do our utmost to deliver the holiday which we are contracted to provide you. As our holidays are booked months in advance, we may occasionally have to make changes and reserve the right to do so at any time.

If we do alter your holiday in any way, we will inform you of the alteration as soon as possible.

In the event of a major change we will offer you the choice of agreeing to the changes and accepting their impact or cancelling your holiday and receiving a full refund of monies paid by you to us.

The following exclusion applies: If we are required to make a major change due to the following list of circumstances beyond our control, then SFF will not be liable to refund any monies paid to us: war or threat of war, riot, terrorism, natural disasters, pandemics, acts of god, fire, industrial disputes, strikes, technical problems or accidents with airports or transport, adverse weather conditions or governmental action. Please therefore ensure that adequate travel insurance is purchased to cover these situations.

10. Cancellation by Studio Felt and Fibers (SFF)

It is unlikely that SFF will have to make any changes to your travel arrangements. However, we do plan the arrangements many months in advance and occasionally, therefore, it may be necessary to make changes and we reserve the right to do so at any time. Most of these changes will be minor and SFF will advise you of them.

It is therefore important, in the unlikely event of cancellation by SFF, that adequate travel insurance is purchased to cover the cost of travel arrangements already made, as these costs are not covered by SFF. However, all monies paid to us will be returned in full.

The following exclusion applies: If we are required to cancel the holiday due to the following list of circumstances beyond our control, then SFF will not be liable to refund any monies paid to us: war or threat of war, riot, terrorism, natural disasters, strikes, fire, industrial disputes, technical problems or accidents with airports or transport, adverse weather conditions or governmental action.

Please therefore, ensure that adequate travel insurance is purchased to cover these situations.

11. Invalidity

If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the holiday; you must advise us of this at the time of booking.

Please note that the sanitary facilities are shared and that SFF does not provide private ensuite rooms. Although the studio is accessible and suitable for wheelchairs, the sleeping facilities are NOT, because they are either on the 1st floor or have a few steps to enter them.

If a client is unable or does not choose to complete an itinerary outlined for a holiday, SFF is not liable to supply alterative itineraries, excursions, accommodations, services or staff for the period when the client is not present with the group, however, where possible, an alternative itinerary may be provided.

12. Other Groups

SFF will not offer accommodation to other groups during a course. However the SFF studio may be visited by potential clients who will be required to discretely observe without disturbing.

13. Behaviour

All clients must undertake to behave in such a manner as not to disrupt the enjoyment of other guests staying on the site or prejudice the reputation of SFF with our customers, its suppliers, staff or local residents. SFF has a zero tollerance policy against rascism, fascism, discrimination or exclusion of any individual, violence and insulting and hurtful language. The holiday of any client in breach of this clause may be terminated immediately and without compensation and SFF will have no further contractual obligations to them.

Clients shall indemnify SFF in respect of all and any claims made against SFF as a result of damage caused to the property or any of its contents. All losses, damages and breakages whether accidental or deliberate, will be charged to the client and must be paid for before departure from the property.

14. Use of Amenities

The use of the accommodation and amenities such as the studio, gardens or lounge area is entirely at the Client's risk and no responsibility can be accepted by the Owners for any injury or loss or damage to the Client or his/her visitors or their belongings.

Please remember, this is a rural area and that Studio Préniac cannot be held responsible for any indigenous animals or insects that may be present.

Under no circumstances shall SFF pay liability to the Client that exceeds the amount paid to the SFF for the holiday period.

15. Complaints

If you have a complaint or problem with your holiday we would ask you to discuss this with us whilst you are here, in the first instance, and we will try to resolve any problems immediately.

16. Services Provided by Third Parties

Bookings for extra services such as taxis, extra activities made on your behalf by SFF are subject to the terms and conditions laid down by the service provider. SFF does not warrant the standard of performance of any additional services. You take full responsibility for satisfying yourself in advance as to the quality and provider ability to deliver the services and will address any complaints about the extra services with the respective provider(s) directly.

17. Passports, Visas and Health Requirements

It is your responsibility to ensure that you are in possession of a valid passport and all necessary travel and health documents before departure.

Please check with your relevant authority any health requirements and Covid regulations as these may change over time.

18. Website Content

SFF makes every effort to ensure the accuracy of the information contained on our website and in any publicity material we write. However, content is subject to change from time to time.

SFF will endeavour to notify you of any changes known to us affecting your holiday prior to issuing you with our booking confirmation.

SFF is not responsible for the content, policies and services of any sites linked to or accessible via our website.

19. Limitation of Liability

SFF accepts responsibility for the services we have contracted to provide. If you suffer personal injury or death from any activity which is not part of your holiday booked with us but occurs during the holiday, we will not be liable for any compensation.