

Ipswich Buddhist Centre – Booking Policy

We are keen to welcome you to our events. This policy is intended to make clear the terms of booking events with us.

Payment

The full cost of the event is paid at the time of booking. However, where paying the full amount in one go will cause particular hardship, we can normally agree a payment plan with you. Please message the event organiser or publicity@ipswichbuddhistcentre.org.uk

Each booking is deemed to include a deposit. In the case of residential retreats, this is £50 for all ticket types. For all other courses and events it is £10 for all ticket types.

Except where cancelling within 7 days of booking (see ‘Cancellation’ below), all deposits are non-transferable and non-refundable.

Concessions and Free places

The concessionary rate applies to:

- students on a full-time course;
- people on a state or low pension;
- people not working and drawing state benefits; and
- people employed in Triratna Buddhist Community Team Based Right Livelihoods
- people who would genuinely be unable to attend the event if they had to pay the full price

We do not want anyone to be excluded from our events on the grounds of cost, so, if cost would prevent you attending, we can sometimes offer a bursary place. If you wish to take advantage of this, please contact the organiser or discuss with an Order Member before booking.

Confirmation

We will confirm your booking upon receipt of payment. Please check the details of confirmation immediately and notify us of any corrections by sending an email to publicity@ipswichbuddhistcentre.org.uk. Please do this within 7 days as after this period it may not be possible to make the changes you need.

We reserve the right not to accept a booking in which case any payment will be refunded.

Cancellation & Refunds

You can change your mind and receive a full refund up to 7 days from when you book or up to 7 days before the first day of the event, whichever is earlier.

From 7 days after your booking until 7 days before the first day of the event, if you cancel we will refund the value of each booking less the deposit. If you need to cancel your booking please let us know as soon as possible, as others may be waiting for a place.

For bookings you cancel within 7 days of the first day of the event, refunds will only be offered at the discretion of the organiser, where special extenuating circumstances apply, (like illness or close bereavement). In this instance please email retreats@ipswichbuddhistcentre.org.uk (the organiser) or explaining the reason for cancellation.

Cancellation by the Centre

We endeavour to run all the events we advertise. However, in exceptional circumstances we may have to cancel an event. In this case we will refund all of your payments in full.

Your welfare and safety

If you haven't been on a retreat or event with us before, please read the webpage closely to ensure the event is suitable for you. If you are still in doubt ask the organiser or discuss with an Order Member before booking. This will enable you to get the most from the event.

Are you well enough to come on retreat?

For your own welfare and safety and that of others please do not attend if you are unwell or unfit such as having COVID, a bad cold, flu like symptoms, diarrhoea or vomiting in the 48hrs prior to the start of the retreat.

Using the booking form, please let us know if you have any special needs, disabilities or serious health problems such as diabetes or epilepsy. If you have a clinical mental health condition (particularly if you are on medication), please contact the organiser before booking, to check that the event is suitable for you and will enable you to get the most from your stay. The contact email for retreats is retreats@ipswichbuddhistcentre.org.uk.

Residential Retreats

Accommodation

Accommodation is normally in small, single sex dormitories. If you have specific requirements please notify us when you book as we may not be able to meet your requirements when you arrive.

Restricted Diets

Where meals are provided, such as on residential retreats, we can provide simple alternative meals at lunch and dinner for those with a medically restricted diet. We offer rice cakes, oat cakes and Ryvita as an alternative to bread. We do not offer any alternative restricted diet meals at breakfast. If you bring food with you, you may store it in the dining area, but please do not bring meat or fish of any kind. All our food is vegan.