Booking terms, payments and cancellations

Mark Jamieson trading as Skein Machine

Who these terms are with

These terms are between you and **Mark Jamieson trading as Skein Machine**, an Australian business. The business is operated from Adelaide. A retreat may be held in Australia or in another country. The contract for your ticket is still with **Mark Jamieson trading as Skein Machine** in Australia. By submitting a ticket request you agree to these terms, the participant acknowledgement, and the privacy collection notice.

What a ticket includes

The retreat page describes the place, the dates, and the program. The ticket price covers that program. Places are limited to the capacity shown. A place is held when the booking is submitted.

The deposit

At the point you submit the booking you agree that a deposit of 20% of the ticket total is payable and is non-refundable. If we are unable to take the card payment inside this portal. After you submit, our staff contact you by email or by phone to collect the deposit by credit card or by direct bank deposit. The deposit holds your place and contributes to costs we incur immediately, including accommodation commitments, tutor fees, and materials ordered for a named group.

The rest of the schedule

90 days before the retreat starts, payments must reach 50% of the ticket total. That date opens the 60 to 90 day window, and that 50% is non-refundable from then. This is the final date for the balance that brings you to 50%. Less than 30 days before the retreat, the full ticket total is due and no refund is given. Any amount you have already paid stays on the ticket.

If you cancel

Tell us in writing, by email to the contact address on the website. The non-refundable portion is worked out on the day we receive that notice, using the schedule above. Money you have paid above that non-refundable portion is refunded to the same method where we can, or by bank transfer. We may take a reasonable time to confirm a refund with the venue or the tutor. Travel costs, flights, and insurance premiums you paid to someone else are not part of this ticket and are not refunded by us.

If we cancel or change the retreat

If we cancel a retreat, we refund every amount you have paid to us for that ticket. If we have to change a date, a venue, or a tutor, we tell you as soon as we can and you may accept the change or cancel for a refund of what you have paid. A change to the published program does not by itself cancel the retreat. If an event cannot run, we tell you.

Travel insurance

We strongly recommend travel insurance that covers cancellation, medical care, and luggage, bought when you book. Most policies only cover reasons that arise after you buy them. Insurance is your responsibility. It is what covers illness, a family emergency, or a missed flight. Those events do not by themselves change the non-refundable amounts in these terms.

Australian Consumer Law

Nothing in these terms excludes, restricts, or modifies any consumer guarantee, right, or remedy you have under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) or any other law that cannot legally be excluded. Our services come with guarantees that they will be provided with due care and skill, be fit for the purpose you and we discussed, and be supplied within a reasonable time. If we fail to meet a guarantee, you may be entitled to a remedy that these cancellation rules cannot take away.

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Price and currency

Ticket prices are in the billing currency shown on the retreat (Australian dollars unless the settings say otherwise). A display currency on your account is an estimate only. The amount we ask you to pay is the billing-currency total.

Law

These terms are governed by the laws of South Australia and the Commonwealth of Australia. The courts of South Australia have jurisdiction, without limiting any right you have to raise a dispute in a tribunal that the Australian Consumer Law gives you.