

DCA Training Course & Events

Booking Terms and Conditions Policy

August 2015

Please note these terms & conditions may be subject to change without notice. Please ensure you check the terms and conditions each time you book a place on either a training session or event.

Booking

- For current course details, dates and costs please refer to our website <https://www.dorsetcommunityaction.org.uk/training-and-events/>
- Before booking on to a course please make sure you have read and understood what the course will cover, who it is for and that it is appropriate for your needs.
- If the course booking has been completed by someone other than the course delegate, it is the responsibility of the person making the booking to ensure the course is appropriate for the delegate.
- It is the responsibility of the person completing the course booking to ensure the correct course delegate information is supplied, including contact details and any dietary or access requirements.
- Course places are confirmed on completion of a booking form and receipt of payment.

Invoicing and Payment

- Course fees are payable on booking either via Eventbrite, PayPal, Cheque or BACS. Invoices are available on request.
- Invoices will be sent to the name and address on the booking form, unless otherwise agreed with Dorset Community Action. Invoices should be paid within 7 days of issue. Payment must be received before the date of the training course.
- Payment must be made in Pounds Sterling.
- Cheques should be made payable to Dorset Community Action
- Details for BACS payments are :- Name - Dorset Community Action, a/c – 59190280, Name of Bank – NatWest, Sort Code – 60-07-01

Course Attendance

- Confirmation of the booking will be sent via automated email to the email address on the booking form.
- Joining instructions and any supplementary course information will be sent via email prior to the course date to the email address supplied on the booking form. If the instructions are not received, it is the responsibility of the course delegate to ensure they obtain the joining instructions from Dorset Community Action Tel: 01305 250921 or email info@dorsetcommunityaction.org.uk
- Failure to attend the course will result in the full cost being charged.
- Dorset Community Action will send all correspondence via email to the address supplied on the booking form, unless alternative details are provided to Dorset Community Action, in which case all correspondence will be sent to the updated contact information.
- It may be necessary, in extraordinary circumstances to change the content and timing of the course, date, or venue. Dorset Community Action will endeavour to communicate any such changes with course delegates.

Cancellations & Refunds

- If a confirmed booking is cancelled within 1 month of the course date, a cancellation fee will be charged, i.e. Less than 2 weeks before booking – full payment; 2 to 4 weeks before – 50%.
- Any cancellation should be confirmed in writing (email). Any charges due will be based on the date that confirmation of the cancellation is received.
- In the event that the named course delegate cannot attend, a replacement can attend at no additional cost.
- In the event that the course delegate does not show they will be charged the full amount. ☒ If the course delegate cannot attend and cannot find a replacement, delegates can transfer their place to another course but will incur a £10 administration fee.
- In the event of insufficient numbers Dorset Community Action will cancel the course and refund full course fees.
- In the event of Dorset Community Action cancelling the course all delegates will be informed a week before the course date. Course delegates will be offered an alternative course date or a full refund. ☒ Dorset Community Action reserves the right to alter pricing and/or booking details without notice. Prepaid courses will not be affected.

Extenuating Circumstances

- If the course delegate is unable to attend due to extenuating circumstances they must inform Dorset Community Action at the earliest possible convenience. The course delegate will be offered an alternative course date. If there is no alternative, a refund will be offered at the discretion of Dorset Community Action.

Course Provision

- Course delegates are responsible for their own travel and parking costs. Teas & coffees will be provided and the cost is included in the course fees. Lunch is not provided unless otherwise stated, and delegates will need to make their own lunch arrangements.

Course Content and Materials

- The course information provided by Dorset Community Action is designed as a guide to what is covered by the course and who it is for. Whilst we aim to deliver the advertised course, we do not guarantee that all topic areas will be covered in every course, and the trainers have some flexibility in what they cover to best accommodate the group's size, ability and requirements.

Lost Materials

- Dorset Community Action shall not be responsible for the loss or theft of course materials after delivery to the delegate. Course materials will only be provided by Dorset Community Action as part of the purchase of the relevant course and not as separate items of supply

Copyright

- All copyright and other intellectual property in all material which we prepare for use prior to or during the course, including online material, shall be and remain vested in use. You cannot duplicate or use any materials given to you for distribution to others by electronic or other means.

Other

- Dorset Community Action will keep delegates' contact details on file and may contact delegates about future events and/or any special offers. ☒ Anyone found contravening these terms and conditions may be asked to leave the course immediately. Dorset Community Action reserves the right to decline any booking. In the interpretation of these terms and conditions, the decision of Dorset Community Action will be final.

JR 21/8/2015