

PUBLIC TRAINING & EVENTS / Terms and Conditions

Making a booking

Please complete one booking form for each person. You cannot attend a course if you have not had written confirmation from us.

If a course is full

If a course is full, we will add your details to our reserve list. If a place becomes available, we will contact you again. If requested, we can also add your details to our Training and Events database to notify you of any relevant future courses.

Joining instructions

We will send joining instructions to you at least seven days before a course, which will include venue details. If you have not heard from us six days before an event, please email: training@childrenengland.org.uk or phone 0207 833 3319.

Payment

We can only secure a booking if full payment has been made by credit or debit card or sent by cheque. Please make cheques payable to 'Children England'.

Substitutions by you

If you have paid for a place on a course, there will be no additional charge if a substitute person from your organisation wishes to come on the same date and same course instead.

If a substitute is attending, please let us know no later than two working days before the course date. Please also notify us of any access or dietary requirements.

Cancellations/Non-attendance

50% of course fees will be refunded for cancellations received in writing up to 10 working days before the event. After this, no fees are refundable for cancellation or non-attendance.

Refunds

We will refund the course fee if you have given us at least ten days notice.

Cancellation by Children England

We reserve the right to withdraw a course at any time. This may happen for a number of reasons, for example, low numbers of bookings or last-minute unavailability of the trainer.

In the event that Children England withdraws a course, participants will be offered a full refund, or a credit for an alternative course or date if applicable. Children England cannot be liable for anything other than refunds of course fees, credits or alternative dates.

Conduct

Children England asks that all attendees of our training courses respect the views and diversity of the group. Our trainers will not tolerate inappropriate comments or behaviour.

Can't afford this training or seminar event?

In the event that our training courses are not full, we can offer a limited number of free places to groups that would otherwise not be able to afford our training or events. There's no form to fill in, just contact us with some general information about your organisation and we will add your details to our reserve list.

You are more likely to get a free place if:

- Your group works with children, young people and families
- Your group has an income of less than £20,000 per year
- The training is for volunteers (including management committee / trustees / directors) rather than paid employees
- Your group has had fewer than two free places in the current year
- We may make exceptions to the above.

Free places are offered on a first come, first served basis only.

PLEASE NOTE:

If you are offered a free place, you'll need to complete a standard booking form and make payment. We will reimburse your payment after you have attended the course or return your cheque. We ask for payment in advance because on occasion people have been offered free places, but haven't attended.

Free courses: A £30 charge will be made for late notice cancellations and 'no-shows' on our free, fully funded programmes. This is to cover associated catering and admin costs.

Data protection

Children England will use the information you provide on your booking form, and additional information you may provide in the future, for administering our training courses and for monitoring purposes. We will only send details of future training and events if you have requested this on your booking form.

We will not disclose this information to any other person or organisation, except in connection with the above purpose.

Contact Us:

If you need any further help with these booking and payment conditions or to enquire about free places, please call us on **0207 833 3319** or email: training@childrenengland.org.uk