

NCVS Training Courses

Booking Terms and Conditions

We want your booking with us to run as smoothly as possible. In order to provide a quality service, we have some Terms and Conditions that you will need to agree to when booking a place on one of our training courses or events. These Terms and Conditions offer a level of protection both to you and to our organisation.

The logo for Nottingham Community and Voluntary Service is a purple speech bubble shape. Inside the bubble, the text "Nottingham Community and Voluntary Service" is written in white, stacked in four lines: "Nottingham", "Community", "and Voluntary", and "Service".

Nottingham
Community
and Voluntary
Service

Please ensure you have read, understood and accepted these Terms and Conditions before you submit a booking. By placing a booking you will be deemed to have read, understood and accepted them, therefore entering into a contract.

Making a Booking

Please complete an online registration form for each participant.

To help reduce our administrative processes, and to provide a secure self-service option for you, we request that you make every effort to use the online registration form to confirm your booking.

During the COVID-19 restrictions, our events and training courses all take place online via Zoom. Please ensure you will be able to participate using appropriate technology before submitting your booking.

For funded or free events (where there is no course fee), completing the online registration form confirms your place at the event. You will receive an email acknowledgement / confirmation.

For paid events (with a course fee), you are required to make payment by credit card or debit card in order to complete the online registration. You will receive an email acknowledgement / confirmation, which also acts as a receipt for your payment. The NCVS website offers a secure platform for card payments, using PayPal as the merchant provider. You are not required to have a PayPal account.

Payment

Course fees are due in full prior to the event taking place. Your place is not confirmed until payment is received. We can only secure a booking when payment has been received in full.

Payment by credit card or debit card at the point of registering is the preferred method, using the online registration form.

If you are unable to make payment by credit card or debit card using the online registration form (and no-one else is able to do this on your behalf), please call NCVS on 0115 934 8400 or email ncvs@nottinghamcvs.co.uk. We will talk you

through alternative options for payment. Please note – we are unable to take card details over the phone.

Cancellations and Transfers

You are liable for the whole course fee unless we receive written notification (by email) of a cancellation or transfer **at least two working days in advance of the course date**.

For multi-part training sessions, payment of the course fee is a commitment to attend and complete all sessions. Cancellation or transfer requests should therefore be received at least two working days before the date of the first session in a sequence. Refunds will not be issued for part attendance.

Cancellations with less than two working days notice will not be refunded. No-shows without any notice will be treated as cancelling on the day, and no refund will be issued.

You may substitute a person from your organisation/group to attend on the same course date instead by giving sufficient notice. This is **at least two working days in advance of the course date**.

In all circumstances, whether the course incurs a fee or is delivered free of charge, we require two working days notice for substitutions / transfers. If you have paid for a place on a course, there will be no additional charge for substitution / transfer.

When transferring a place, you must provide a name and contact email for the substitute person so that joining instructions for the meeting can be sent.

Late requests for substitution / transfer will be treated as a cancellation and will not be approved. The course fee will not be refunded.

Any phone requests for cancellations and transfers (made to 0115 934 8400) should be supported by a follow-up email to ncvs@nottinghamcvs.co.uk, and you will then receive an email acknowledgement / confirmation.

Refunds

We will refund a course fee only if you have given us notice of cancellation **at least two working days in advance of the course date**.

Refunds are subject to a cancellation administration charge of £2 per individual. E.g. A course fee of £10 will be refunded by the sum of £8.

Where course fees were paid by credit card or debit card, refunds will be issued to the credit card / debit card used to secure the booking.

Where NCVS cancels a course, refunds will be made in full.

Cancellation by NCVS

NCVS reserves the right to alter the advertised schedule of courses and events, which may include cancellation. 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 NCVS withdraws a course, participants will be offered a full refund, or a credit for an alternative course or date if applicable. NCVS cannot be liable for anything other than refunds of course fees, credits or alternative dates.

Every effort will be made to provide notice of cancellation or a change to schedule as early as we can.

Conduct

NCVS 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.

Data Protection and Privacy

When you submit a training course registration form via the NCVS website, your details are stored in our database. Details are stored as soon as you agree to the Terms and Conditions and click 'Continue' on the first page of the online form.

If you don't complete your booking, e.g. you abort the process before payment is completed, NCVS will still hold any personal information submitted alongside a record of your intention to book. You will not be liable for any payment if you don't complete a PayPal transaction. You will need to submit a new form to complete the transaction and secure a place on a course. Following an aborted registration, we may contact you to offer support or guidance regarding our training programme.

NCVS processes your personal information for legitimate business interests relevant to the provision of our training courses and events.

NCVS 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 may also contact you to inform you of future courses and events.

We will not disclose this information to any other person or organisation outside of NCVS. Course participants may be provided with a list of their co-participants' names and organisations, but no further details.

If you need any further help with these booking and payment conditions, please call us on 0115 934 8400 or email ncvs@nottinghamcvs.co.uk.

Terms and Conditions revised, approved and adopted: September 2020