



TRAINING TERMS & CONDITIONS 2019-2020

General

- Places are allocated on a first-come first-served basis and pre-booking is essential.
- A contact email and phone number for each attendee must be provided in case of any last-minute changes.
- For all training courses, Oxfordshire Youth will provide a suitable venue, qualified trainers, resources where needed (such as projectors, flipchart and handouts) and light refreshments.
- For certified courses, certificates will be sent by post or email to attendees by Oxfordshire Youth within 4 – 6 weeks after the course date.
- Course participants' details are stored by Oxfordshire Youth to record attendance on courses and provide statistical information for our impact reporting. We do not share your details with any other organisation.

Membership Benefits

- Full members are entitled to one free space for the membership year which can be used on any courses from our programme. To activate this discount, use your unique code provided at the point of booking. Any spaces above this entitlement will be charged at the subsidised member rate.

Payments and Cancellations

- For any payments to be made for training, events or activities, invoices will be sent by email in the week prior to the event taking place if payment has not been made via EventBrite. Payment is required within 30 days of the date of invoice, to be made by cheque or BACS as no cash or card payments can be accepted.
- The following cancellation fees apply to any cancellation by an attendee for a training course hosted by Oxfordshire Youth:
 - More than 7 days' notice given – no cancellation fee.
 - Within 7 days' notice given – 50% of the fee charged.
 - Less than 24 hours' notice – will incur the full charge or lose the free space if booked as such.
- Anyone booking a space on behalf of another individual should make the attendee aware of the cancellation policy in place.
- If for any circumstance Oxfordshire Youth are required to postpone a course at short notice, attendees will be notified by the contact details provided upon booking and offered alternative dates. A full refund can also be requested for any monies paid.

Last updated: 21.03.2019