



## Training booking Terms and Conditions

As a charity, we understand that training budgets can be stretched so we do our best to offer training to the voluntary and community sector at low prices to keep it accessible for all. The low charges enable us to cover costs but we do not make a profit on training delivery.

Late cancellations and non-attendance to courses can leave us making a loss, especially where we are offering accredited training. To avoid this, we have some training booking terms and conditions.

When booking training with us, please ensure you have authorisation from your employer to attend if they are paying for the training course. Please read these terms and conditions before committing.

### Course bookings

Bookings must be made using the booking forms on our [Voluntary Sector Training Alliance page](#). Our acceptance of your booking will take place once we have received your booking form, after which we will email you with a booking confirmation and joining instructions. If we are unable to accept your booking, we will inform you of this and will not charge you for the course.

### Payment terms

If payment by invoice has been agreed, the payment needs to be made 30 days from the date of invoice or prior to the course start date, whichever is sooner.

If payment is made by other means, it must be received prior to the course start date.

### Cancellation, transfer or postponement

#### Postponement

If you can no longer make the training date you have booked, then we may be able to move you onto a later date if:

- We have published future dates with availability
- You provide us with at least 14 days' written notice



# Volunteer Centre

## West Berkshire

Charitable Incorporated Organisation number 1156302 est 1974

If we cannot move you to a later date, you can transfer the space to a colleague or cancel the booking, cancellation fees may be incurred.

### Transfer of booking

If you wish to transfer your booked space to another delegate, please contact us as soon as possible before the start of the course to allow us time to make amendments.

Where a delegate transfers their booking to another delegate, they will not be entitled to any refund where the new delegate cancels attendance. Only one transfer is permitted per course per delegate.

### Cancellations and non-attendance

If you wish to cancel a training booking this must be done in writing.

When contacting us, please provide your name, address, details of the order, phone number and email address.

Cancellation may incur fees depending upon the notice given (see table for details)

Notice given by delegate (prior to course date)	Applicable fee / procedure
More than 14 days' notice	Delegates may transfer free of charge their space to another named delegate Delegates may transfer free of charge to another date for the same course (if we have published dates with availability) Delegates may cancel their booking with no charge
14 days or less notice	Delegates may transfer free of charge their space to another named delegate Delegates may cancel their booking but will not get a refund
Non-attendance on the day	No refund