

# Event and Training and Learning Session Bookings – Terms and Conditions



These Terms and Conditions apply to all bookings made for a Fife Voluntary Action event and/or training and learning session/course. To find out which events are taking place and to book places online please visit: [www.fva.org/bookaplace](http://www.fva.org/bookaplace)

If you have any queries about these terms and conditions then please do get in touch with us on 08456 006 046 during working hours or e-mail [info@fva.org](mailto:info@fva.org)

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## Terms and Conditions

All bookings to attend a Fife Voluntary Action event or training session are subject to these Terms and Conditions.

### Booking a place

The completion and submission of a booking form (paper, website, PDF or Word download form) is a request to book a place(s). Places are not booked until we provide written confirmation. This is normally done by e-mail. We reserve the right to decline any booking request or any aspect of a booking request.

### Attendance on the day

Late arrival for some events or sessions may result in a refusal to admit entry. We reserve the right to turn attendees away or to ask attendees to leave if we have any concerns on health and safety grounds, conduct, concerns about payment or any other reason.

### Payment and Penalties

If an event does not take place, an attendee does not attend, is denied entry, asked to leave or does not complete the session for any reason then we shall not be due any refund or payment for any losses regardless of how they were incurred. The attendee place still needs to be paid for by whoever booked the place.

If an event is cancelled within 24 hours and was as a result of something that Fife Voluntary Action could reasonably have predicted or avoided, then full refunds/no charges will be made. We regret that we cannot be held responsible for any other costs or losses. This is, in part, due to the subsidised nature of most sessions we hold and limitations in our budget for training activity.

Payment terms are strictly 30 days. We reserve the right to charge a £10.00 late payment fee. We may charge interest on any outstanding debts at a rate of 5% above our bank's base rate.

If you book a place and then cancel with at least 10 working days' notice, or if you book a place and we cancel the event (regardless of the reason), then you shall be entitled to a full refund/no charge. If you give between 5 and 10 working days' notice then you shall be entitled to a 50% refund/50% reduction on the invoice for that place(s).

### Substitutions

If you notify us not less than 1 working day in advance, in writing (e-mail is preferable), we will accept appropriate substitutions for any of our events or training sessions. If you do not notify us in advance, we may not permit the substitute to attend.

## **Cancellations**

Any place, whether at a free event or otherwise, can be cancelled at any time, but we may still charge for the place (see Payment and Penalties above) or for non-attendance (see Non-Attendance Fee below). A cancellation is only valid when we confirm it with you. Cancellations can be made by phone, e-mail or in person.

Sessions/events are subject to cancellation if there are insufficient bookings. We will advise attendees, where practically possible, and endeavour to do so approximately 5 working days' prior to start date of the session/event.

If we make a substantive change to a session/event (for example, change of date or venue) then you may cancel your place(s) without penalty if the changes are unsuitable for you.

## **Non-Attendance Fee**

Some events or sessions are free to attend but may attract a non-attendance fee for each attendee who doesn't attend the session. This will be stated on our website and in the confirmation e-mail we send. A non-attendance fee won't apply if you substitute the attendee or cancel the place with not less than 5 working days' notice.

## **Health and Safety**

If you suffer from any health condition that may impact on your ability to participate, or may result in you taking ill during the session/event then you must notify us, in advance, on the area of our booking forms for Accessibility and Other Requirements. This is designed to ensure the safety of all of our attendees. Attendees agree to adhere to any health and safety arrangements at any venue or place where the session/event takes place.

## **Data Protection and Privacy**

By completing and submitting a booking request, you authorise Fife Voluntary Action to store and process the information provided on the form for the following purposes:

- To process a booking for the named person(s);
- To communicate with the named person(s) in relation to the event, including issue request for payment where a fee is to be levied;
- To communicate with the named person(s) in relation to any other training session/event being held or promoted by Fife Voluntary Action;
- To share the attendee information with the trainers/presenters/speakers etc. for use in the course of delivering the session/event;
- To seek feedback and/or evaluation data in relation to the session/event.

We often share attendee name, organisation name, position and e-mail address with other attendees.

Attendees give permission to be included in any photographs/videos being taken during the event/session and for us to use them for publicity and other purposes, including on our website and other digital platforms.

All data is stored in secure systems and can only be accessed by authorised persons. We will not sell or share any of the details to any other party.

## **Travel, Directions and Parking**

When places are confirmed, an e-mail will be sent to each attendee with information about the venue, how to find it, parking availability and so on.

## **Updates to Terms and Conditions**

We reserve the right to amend these Terms and Conditions from time to time. The Terms and Conditions applicable to any booking shall be those in force on the day that the booking was confirmed. The latest version can always be found on our website at [www.fva.org/bookaplace](http://www.fva.org/bookaplace)

## **Applicable Law**

These Terms and Conditions shall be governed by, and construed in accordance with, the law of Scotland.