

Event and Training and Learning Session Booking Form



Use this form to book a place(s) at any Fife Voluntary Action event or training/learning session. You can book places electronically on our website and receive an e-mail confirmation of what you submitted for your records: www.fva.org/bookaplace

If completing this form by hand please use BLOCK CAPITALS so that we can more easily read everything and avoid any mistakes. Call 08456 006 046 during working hours or e-mail info@fva.org if you'd like any help with booking your place(s).

Step 1 – Training session/event details

Event/session title	
When does it take place	
Where does it take place	

Step 2 – Provide your details (the person making the booking)

Name	
Organisation	
Position	
Address	
E-mail address	
Phone number	

You must provide an e-mail address or telephone number.

Step 3 – Provide attendee details (their name and e-mail address)

Please note: If you are only booking a place for yourself, you can leave this section blank.

Attendee 1	
Attendee 2	
Attendee 3	
Attendee 4	
Attendee 5	
Attendee 6	

Step 4 – Tell us about any accessibility, communication or other requirements

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Step 5 – Paying for attendee places

Our website has details of costs where any fees are applicable. Please contact us if you are not sure whether there are any fees associated with the session you have mentioned above.

If fees are applicable we will invoice you/your organisation. Payment terms are strictly 30 days.

Step 6 – Submit your booking request

It is important that you read our terms and conditions before you submit your booking request.

Your place(s) is not guaranteed until you receive confirmation of your place(s) from us.

By submitting a booking you confirm that you have the authority to submit the booking on behalf of your organisation and you agree to the terms and conditions relating to the booking.

Please now return this form by e-mail to: info@fva.org

Or, post to: Fife Voluntary Action, Caledonia House, Pentland Park, Saltire Centre, Glenrothes, KY6 2AL.

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

Applicable Law

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