

## **general terms and conditions for wtp courses**

Different programmes will have individual and specific terms and conditions. At the time of booking you will be sent the full terms and conditions for the course you are booking onto. If you would like to see the full terms and conditions for the course you are booking before you make your booking please contact us.

### **Eligibility**

**Charged for courses** are open to anyone who can pay however the content tends to be most relevant for staff of third and public sector organisations.

**Free courses** are generally open to volunteers, paid workers, management committee members and community activists who are from community groups and voluntary organisations, but the criteria will depend on the particular funding requirements for the programme. Public sector staff and volunteers may be able to attend free courses for a small charge if places are available close to the course date. Please see individual programmes for full details of eligibility. Your eligibility to attend a free course will be checked when you book.

### **Bookings**

Before booking, make sure you have permission to attend from your group's committee or from your manager or supervisor. This is because they will either have to agree to pay for the course if it is charged for or agree to accept the possibility of a fine if you do not turn up to a free course.

Bookings are by telephone, email, or via the form on the website. Please give full names, group / organisation name, email or postal address, phone number, and the name and date(s) of the course(s) you and others would like to attend, and any other needs you may have. We will then send you confirmation of your place via email or letter. If you don't hear from us within two weeks please ring.

We operate a reserve list for courses that are full. If you want to be added to a waiting list you must provide a phone number so that we can call and offer you a place by phone as soon as anyone drops out. The place will be confirmed in writing if time permits.

We reserve the right to refuse a place.

### **Payments**

All payments must be made by cheque payable to "Working Together Project" and posted to us at our address before the course date. Different courses may offer different part payment options or discounts for early bookings. Please see individual courses for details.

### **Fines for non attendance**

You are responsible for ensuring that you attend any course(s) you have booked. The majority of our free courses will operate a fine policy for non-attendance. If you do not attend the course and / or do not give us adequate notice of cancellation of your place we will invoice your organisation after the course for the amount of the fine. In general, fines will be £50 for a one-day course and £100 for a two-day course. Your organisation will be unable to book onto any further courses until any outstanding fines have been paid. If you cannot attend a course due to illness we will waive the fine as long as you provide adequate medical evidence i.e. Doctor certificate or self certification form signed by your manager. If you do not attend a charged for course we will not refund any of the payments you have made unless you give us adequate notice – see cancellation charges below.

### **Cancellation charges**

If you do have to cancel a place you have booked, please contact us as soon as possible via email or telephone so that we can offer the place to those on the waiting list. Individual programmes will have specific cancellation notice periods – please see course programmes for full details. In general we would consider 10 working days to be sufficient notice of cancellation. In all cases when you cancel you will be given a cancellation reference and this must be kept in case of future enquiries. In addition you must consider that for:

**Free courses:** If sufficient notice of cancellation is given there will be no charge, as we will have the time to offer the place to someone on the waiting list. Please see individual programmes for full details. If sufficient notice is not given the cancellation will be treated as non attendance – see above

**Charged for courses:** If sufficient notice of cancellation is given, we will not charge you for your place on the course as we will be able to offer it to someone on the waiting list. However if we have already incurred train travel or accommodation costs, we will not be able to refund these. If you have already made payment we will refund this to you

minus any costs we have already incurred on your behalf, unless your cancellation is made less than 20 working days before the course start.

### **Promptness**

All of the training events start promptly at the advertised time and we ask that all attendees make every effort to attend on time. If you are going to be late then please make every effort to contact the office so we can let the trainer know. In some cases we may treat excessive lateness as non-attendance.

### **Refreshments**

Tea and coffee is available 15 minutes before the advertised start time. Tea and coffee will be provided at the beginning of the day and during morning and afternoon breaks as applicable. We provide lunch for all charged for courses and some community based courses. If we are providing lunch you must provide us with any special dietary requirements at the time of booking. If we are not providing lunch, we will aim to ensure the venue is located close to places where you can buy food. We will provide a map to the venue which include these details, which will be sent with your booking confirmation.

### **Expenses**

For some of our free courses we may be able to help with childcare and travel costs – please see individual courses for details. If we are offering this you must complete the expenses form that you can obtain from the trainer on the day and complete and return to us with receipts.

### **Accessibility**

All of the venues are accessible to people with disabilities, and have accessible toilets. Please do let us know if you have any individual requirements at the time of booking.

Please note that not all venues have parking available, and as parking is very difficult in central Brighton and Hove, public transport is recommended where possible.

We are very happy to arrange for handouts in large print or to be sent by email where available, or access to a hearing loop. Please ensure you make us aware of any requirements at the time of booking so that we can ensure we can meet your needs. We can also arrange for a community interpreter to be available for speakers of other languages, including British Sign Language, with two weeks notice (please note that if you are attending a charged for course, then additional charges may be made for this service). If you have any other additional needs, please do let us know.

We try to avoid running courses during local school holidays and the main religious festivals where possible. However, if you find that a course on our programme clashes with anything that is important to you, please do let us know so that we can avoid this in future.

### **Registration forms, contact lists and certificates**

On arrival at any of the training events please sign in each day, and complete the form you are given on arrival for your certificate and for monitoring purposes only. You will be asked on the forms if you want to be provided with the contact details of the other attendees.

This information will not be shared with anyone other than our staff, funders and partners. At every event you will be given the opportunity to complete and return an evaluation form. This is so that we can find out what was good and what could be improved about the sessions. We also want to hear from you on the evaluation forms, by letter, by phone, email, or website feedback form, if there are other training events that you would like us to run.

If you attend the whole of a course and complete a registration form, you will also receive an Open College Network Quality Mark attendance certificate. There is a charge for replacement certificates.

### **Feedback**

WTP wants to learn from people using our services as to where we can make improvements and what we are doing well. WTP therefore welcomes complaints, compliments and comments from course participants / learners. WTP continuously evaluates and develops its services based on all feedback received. If you have a problem with any of WTP's services, please contact us as soon as possible so that we can deal with it in the best way possible, and as quickly as we can.

### **Complaints**

WTP can resolve most complaints informally. However if you don't feel able to discuss your concern with staff or feel that your complaint is unresolved, you can ask to meet with the Chair of WTP's Trustees Personnel Sub Group, c/o WTP's address below. They will listen to your complaint and try to help you sort out the problem with WTP. Please ask if you would like to see our full complaints procedure or download it from the Business Docs section of our website.

