

terms and conditions

Booking

Before booking, please make sure you have permission to attend from your group's committee or from your manager or supervisor.

Please book through the WTP website: www.workingtogetherproject.org.uk. If you don't have access to a computer, or if you need to chat anything through, then give us a ring on 01273 810248. Most courses have a charge although they are heavily subsidised. Payment should be made through the WTP website. In order to reduce our administration costs and so offer these courses at heavily subsidised prices, we have set up an on-line booking system with Eventbrite, who will charge booking and credit or debit card payment fees for the subsidised tickets as follows:

£10 course - £1.20

£15 course - £1.48

£20 course - £1.75

£30 course - £2.30

£40 course - £2.85

£60 course - £3.95

Standard ticket fees will be slightly higher.

If your organisation is not able to pay on-line using a credit or debit card, we can invoice but a £4 charge will be added to the fee to cover the extra costs incurred.

If for any reason you are unable to do this, please ring us on the above number or email: bookings@workingtogetherproject.org.uk.

Only volunteers, paid workers and management committee members from community groups, voluntary organisations and social enterprises, as well as other people who are active in or support their community within West Sussex are eligible for a subsidised ticket/place on this programme of courses. Public sector organisation within West Sussex and those from the community and voluntary sector outside West Sussex are eligible for the standard ticket/place on this programme of courses.

Please book early as there are limited places and they are allocated on a first come, first served basis. Places are limited to a maximum of three per organisation. If a course is very popular then we will ask you to send no more than two people.

We operate a reserve list for courses that are full and you will be offered a place by phone as soon as anyone drops out. This will be confirmed in writing if time permits.

You will also receive a reminder two weeks in advance of the course date, with a map showing how to find the venue, including transport information and information about wheelchair access.

We reserve the right to refuse a place.

Cancellation charges

You are responsible for ensuring that you attend any course(s) you have booked on. If you have to cancel, you must give a minimum of ten working days' notice before the course date to: bookings@workingtogetherproject.org.uk, or call 01273 810248, so that a place can be offered to a reserve. Please note this change to ten working days' notice and charging period. This is

because of the large numbers of late cancellations received during the last programme, which made it difficult to fill places at such short notice.

You must get a cancellation reference number from us. If you do not have a cancellation reference number and miss any of the courses the payment you have made for the course will not be returned. If you are ill you will need to send us a copy of a medical certificate for the charge to be refunded.

If you arrive late you may be turned away, in which case the charge will not be re-funded. If you are booked on a two-day course, you must attend both days. If you attend the first day and not the second day the charge will not be re-funded.

Courses and access

All of the training events start promptly at the advertised time. Tea and coffee are available 15 minutes before the advertised start time. Whilst tea and coffee will be provided at the beginning and during morning and afternoon breaks, we are unfortunately unable to provide food at any of our courses, due to the strain on our budget, but please feel free to bring your own, or see the map for information on where to buy food, and take the opportunity to network.

All of the venues are accessible to people with disabilities and have accessible toilets. We will endeavour to ensure that parking is available for people with disabled parking permits if you let us know in advance of the course you are attending.

We are very happy to arrange for handouts in large print or to be sent by email where available and to provide access to a hearing loop. We can also arrange for a community interpreter to be available for speakers of other languages, as well as for sign language, with two weeks' notice.

If you have any other additional needs, do let us know and we will try to make reasonable adjustment. 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 a religious festival that is important to you, please 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, for your attendance certificate and for monitoring purposes only. This information will not be shared with anyone other than our staff, funders and partners.

At every course 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 have been better about the sessions in order to improve them.

We also want to hear from you on the evaluation forms, by letter, by phone or by email, if there are other training events that you would like to be delivered.

After the course you will receive a contact list of course participants, if requested by you on your registration form. If you attend the whole of a course and complete a registration form, you will also receive an attendance certificate.

Feedback

The West Sussex CVS Training Consortium wants to learn from people using our services as to where we can make improvements and what we are doing well. We therefore welcome complaints, compliments and comments from participants and from people who use our services.

We will continually evaluate and develop services based on all feedback received. If you have a problem with anything in relation to this training programme, please contact the Working Together Project as soon as possible so that we can deal with it as best we can.

Please also contact Working Together Project if you want a copy of the complaints procedure.

Working Together Project

Brighton Junction
1A Isetta Square
35 New England Street
Brighton
BN1 4GQ

Tel: 01273 810248

Email: bookings@workingtogetherproject.org.uk

Website: www.workingtogetherproject.org.uk

Charity No: 1086756

Company Ltd by Guarantee No: 4114544

To book a place, please ring 01273 810248 or email

bookings@workingtogetherproject.org.uk

www.workingtogetherproject.org.uk