



To ensure the best experience for all attending a Community Southwark training session or event, please note that when you book a place, you are agreeing to the following terms & conditions.

Before booking:

1. Please always check the ticket price.
2. Please agree the training or event with your manager or budget holder.
3. Booking is essential for all courses.
4. Bookings are taken through Eventbrite, unless otherwise stated.
5. Venues for training sessions may change, so please ensure that you know where the event is to be held (Cambridge House is a fully accessible venue).

By booking an event you commit to:

1. Attending the entirety of the event, and giving the trainer your full attention. (Please do not arrange to "share" a training day with a colleague as it can be disruptive).
2. Carrying out any pre-course preparation required.
3. Bringing any pre-course learning materials, when requested.
4. Arriving at least 15 minutes before the start of the event, allowing a prompt start and keeping to time. This also ensures fewer disruptions throughout the day.
5. Anyone arriving late by 30 minutes or more may be turned away and still charged.
6. Completing and returning an evaluation form to the trainer or facilitator.

Cancellation and non-attendance:

1. For training courses that are free for Community Southwark Members, there is a **£25** fee payable for non-attendance unless 3 working days' notice of cancellation has been given. ***If three of our training courses are missed without prior notice, you will not be able to participate in any sessions for the remainder of the annual training and events programme.***
2. For Non-Community Southwark Members who have paid for a training event that is part of the 'Made Easy' Suite, we require 5 working days' notice of cancellation to receive a refund.
3. For a training module booking, 14 days' notice must be given in order to receive a refund.
4. For sessions delivered by external providers, the cancellation period will depend upon the providers' charges and policies.
5. If you book a place at a Members Day, Social Enterprise Network, Volunteer Manager's Network or Small Groups Network and are unable to make the session, please call us on 020 7358 7020 to let us know.
6. For training sessions to successfully go ahead, we require a minimum number of participants. Community Southwark may cancel or postpone events that do not have sufficient bookings.
7. Community Southwark would prefer not to cancel sessions unless absolutely necessary and will aim to give participants 2 days' notice of cancellations.

Practicalities:

1. Participants are expected to sign in and follow the health and safety rules of the venue in which the event is being held.
2. Participants are expected to pay their own travel and subsistence.
3. Participants must sign any attendance sheet provided by the trainer or facilitator.
4. Tea and coffee will be provided at most of our training courses and events.
5. Lunch will not be provided unless otherwise stated.
6. Participants who smoke must do so in the designated area, during breaks and lunch only.
7. Mobiles must be switched off or on silent and phone calls only taken during lunch or breaks.

If you have enquiries about any Community Southwark training sessions or events call us on 020 7358 7015 or email training@communitysouthwark.org.uk