

Terms and conditions

April 2018

Booking

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

All bookings for our training courses are managed via Eventbrite.

Some courses have a charge, which must be paid before the start date of the course. The default method of payment is by debit/credit card. Please contact us if you aren't able to pay this way.

If the full fee has not been paid by the start of the course you may be turned away. If for any reason you are unable to do this, please contact us to discuss.

Volunteers, paid workers and management committee members from community groups and voluntary organisations in Community Works' service delivery areas are eligible to attend our courses. Limited places may be available for those outside this area or from other sectors when appropriate and possible.

If your organisation is a member of [Community Works](#) you will be:

- ❖ our first priority when filling places
- ❖ eligible for the lower member rate course fee (see details about fees below)

Please book early as there are limited places on our courses and they are allocated on a first come, first served basis. Places may be limited to 1 or 2 per organisation depending on course capacity and type.

We operate a waiting list for all courses and, if you are placed on a waiting list, you will be offered a place as soon as one becomes available, based on a first booked first served basis.

You will receive an Eventbrite booking confirmation by email and an additional reminder 7 days before the course. Both of these include a map showing how to find the venue, and any additional information.

Please note we reserve the right to refuse a place on our courses.

Community Works

Membership of Community Works (CWs) **lasts for two years** and is free for groups with a yearly income of less than £35,000; for those with a higher income we offer a sliding scale of fees:

Groups / Organisation's yearly income	CWs Membership fees (until end March 2017)
Under £35,000	Free
Over £35,000 and under £100,00	£50
Over £100,000 and under £250,000	£100
Over £250,000 and under £500,000	£200
Over £500,000	£300

To find out more about the benefits of becoming a member of Community Works visit [Community Works Membership Information](#)

Course Fees

A. Full-day courses (5 ½ hrs approx)

Organisations Annual Income	Community Works members	Non-members *
Under £250,000	£80	£90
Over £250,000	£120	£130

B. Half-day courses (3 ½ hrs approx)

Organisations Annual Income	Community Works members	Non-members *
Under £250,000	£50	£60
Over £250,000	£80	£90

C. Workshops (2½ hrs approx)

Organisations Annual Income	Community Works members	Non-members *
Under £250,000	£25	£30
Over £250,000	£40	£45

D. Briefings/Q&A (1½ hrs approx)

Organisations Annual Income	Community Works members	Non-members *
Under £250,000	£10	£15
Over £250,000	£20	£25

* An organisations which is not a member of Community Works, but is a charity or community group operating in our service delivery areas

Cancellations and refund policy

You are responsible for ensuring that you attend any course(s) you have booked on. Full payment is required before the session date. If you cancel your booking, the following fees apply:

- For cancellations received 30 days or more from the session date, a full refund will be issued.
- For cancellations received within 30 days of the session date, or non-attendance on the day, a refund will NOT be issued.

If you are unable to attend owing to extenuating circumstances including illness, please contact us to discuss a possible refund.

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, you will still be charged.

Courses and access

All of the training events start promptly at the advertised time. Refreshments will usually be provided both before and during courses but we are unfortunately unable to provide food at any of our courses. Please feel free to bring your own lunch or we may be able to advise where you can buy it locally.

We will always endeavour to use venues which are accessible to people with disabilities including accessible toilets and parking.

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. If you are a speaker of another language and need a community interpreter or if you need a sign language interpreter to be available please let us know with two weeks' notice and we will endeavour to meet your needs.

If you have any other additional needs, do let us know and we will try to make reasonable adjustments. We try to avoid running courses during ½ term 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

On arrival at any of the training events please sign in each day and complete any registration 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.

Feedback

We want 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.

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 areas of learning that you have.

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 a member of the team at Community Works as soon as possible so that we can deal with it as best we can.

Please also contact Community Works if you want a copy of the complaints procedure.

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