

community action:wirral

BOOKING GUIDANCE & CHARGING POLICY

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BOOKING A TRAINING PLACE

Training places can be accessed via Community Action Wirral's Eventbrite profile available at <http://communityactionwirral.eventbrite.com/>. Using our Eventbrite profile, you will be able to:

- Access training information
- Manage training bookings for yourself
- Manage cancellations for yourself

Please note: Delegates should not attend training unless an email has been received confirming their place from Eventbrite or from a member of the Community Action Wirral team.

ATTENDING TRAINING EVENTS

A confirmation email will be sent on booking a training place. It is the booking member of staff's responsibility to ensure that this notification is disseminated to the relevant delegate(s). The confirmation email provides the following information:

- Date of training
- Registration and training times
- Guidance regarding late arrivals

Event registration

Delegates are required to arrive at the training venue at least 15 minutes prior to the training start time for registration. It is important for all delegates attending training to sign the event register as it is evidence of attendance. Community Action Wirral update staff training records and process attendance, cancellation and non-attendance charges based on the information provided on the event register.

Should a delegate attend a training event without signing the event register, that person will be recorded as not attending and the organisation will be subject to a non-attendance charge.

Should a delegate attend the training without receiving a confirmation email and / or not be included on the event register, that delegate may not be granted access to the training event.

In the event that a delegate attends a training course without a confirmation email and / or is not included on the event register but is granted access to the training, then the organisation of that delegate will be charged for the training place.

Arriving late / leaving early

Delegates arriving to a training event after the start time may be refused entry to that training event and will be charged for the place.

Delegates are expected to participate fully in training and attend the full duration of each training event. Delegates leaving a training event early will be charged for the full duration of that training event.

Substituting a training place

If a delegate cannot attend a training event, the employing organisation can choose to send a substitute in their place. This can be managed directly using Eventbrite.

Cancellations / non-attendance

If a delegate cannot attend a training event and the employing organisation chooses not to send a substitute, then a cancellation must be submitted as soon as practically possible.

7 days or more – Cancellations made 7 days or more before the training event start date can be submitted using our Eventbrite profile. The booking will be removed and no cancellation charge will be applied where notice of 7 days or more have been given.

6 days or less – Cancellations made 6 days or less before the training event start date must also be submitted using Eventbrite. The booking will be cancelled but a cancellation charge will be applied where notice of 6 days or less have been given.

Non-attendance – In the event that a delegate does not attend a training event without either cancelling the place or a substitute being sent, you will be charged the full amount.

Cancelled / Rescheduled Events

In the event that the Community Action Wirral team cancel a training event, a notification email will be sent to those organisations with delegates booked onto that event. It is the booking organisation's responsibility to ensure that this notification is disseminated to the relevant delegate(s).

Should a training event date be rescheduled, delegates that are booked onto that training event will be asked to transfer to a rescheduled date and a new confirmation email will be sent to the booked attendees. It is the booking person's responsibility to ensure that this notification is disseminated to the relevant delegate(s). Please note: The cancellation periods for cancelling a training place will apply to the rescheduled date. Attendance, cancellation & nonattendance charges will still apply.

Changes to events

Should any changes be made to the training event details including venue and time changes, an email notification will be sent to delegates booked onto that event. It is the booking person's responsibility to ensure that this notification is disseminated to the relevant delegate(s). Attendance, cancellation & non-attendance charges will still apply.

CHARGES FOR PUBLISHED TRAINING EVENTS

Training charges

The cost of each training event is provided on the Eventbrite profile. The cost published is per person. Payment shall be taken through Eventbrite to reduce administration time/costs, where possible.

Cancellation / non-attendance charges

Cancellation and non-attendance charges are applicable per person at the full cost of the event.

Please note: Courses advertised as zero-cost are liable to cancellation & non-attendance charges. An invoice will be issued to the organisation following the training event finish date.