

# Terms and Conditions of Booking – Online Social Value and SROI Practitioner Training

Please read carefully before submitting your booking form. By completing and returning this form you agree that you have understood and agree to be bound by the following conditions.

## Payment

1. We aim to invoice you within 48 hours of receiving your booking form. Please note: Receipt of an invoice does not constitute a confirmation that the course will take place. Please see the below section on "Cancellation of Courses and Changes to Courses by Social Value UK".
2. Payment must be received before the first day of the course. If payment has not been received, you will not be permitted to join the course.
3. Social Value UK reserves the right to charge late payment interest on any outstanding invoice at the rate of 5% above the Bank of England base rate.

## Cancellation of Courses and Changes to Courses by Social Value UK

1. We reserve the right to reschedule or cancel courses. Reasons for this may be, but are not restricted to, a low number of bookings and instructor availability. In this instance, a full refund will be given or the option to transfer to any other date of the course at no charge.
2. Publicised instructors may be subject to change due to availability. Where there is a change in instructor, Social Value UK will endeavour to give as much notice as possible in advance of the course start date.
3. Our courses require a minimum number of bookings. Where the courses do not reach the minimum number required they will be cancelled no later than 5 days before they are due to start.
4. **Disclaimer. Social Value UK is not responsible for any costs you may have incurred due to cancellation of a course by us. Further information is detailed below.**

## Cancellation by You/Refunds

1. More than one calendar month prior to the first day of the course: Delegates may transfer free of charge to any other equivalent price or cheaper course (balance to pay for a more expensive course). For cancellations, an administration fee of £50 (plus VAT) per delegate will be charged.
2. Between one calendar month and two weeks prior to the first day of the course: Delegates may transfer free of charge to any other equivalent price or cheaper course (balance to pay for a more expensive course). For cancellations, an administration fee of £100 (plus VAT) per delegate will be charged.
3. Between two weeks and one week prior to the first day of the course: Delegates can transfer to any other course for £100 (plus VAT) per delegate, plus any difference in course fees where the new course is more expensive. No cancellations or refunds.

4. Between one week and 24 hours prior to the first day of the course: Delegates can transfer to any other course for £200 (plus VAT) per delegate, plus any difference in course fees where the new course is more expensive. No cancellations or refunds.
5. Less than 24 hours prior to the first day of the course: No refunds. No transfers are permitted.
6. During the course: No partial refunds will be given for non-attendance at any of the sessions. Payment cannot be transferred to another course if you do not attend.

## **Failure to Attend**

1. If you fail to attend the course without informing us you will be liable to pay the full amount invoiced.

## **Attendance Requirements**

1. The training will be conducted on Google Classroom. An invitation to join the Classroom will be sent approximately 1 week before the first day. It is the responsibility of the attendee to ensure that they are able to access the Classroom.
2. You must commit to attending no less than 80% of online training sessions LIVE and submit all assignments within the set time frame and to the required standard to successfully complete the course.
3. You will not receive an accredited certificate if you do not complete all assignments set to the required standard.

## **Progression**

1. Attending Online Social Value and SROI Practitioner Training does not qualify you to be a Level 1 Associate Practitioner, Level 2 Accredited Practitioner, or Level 3 Advanced Practitioner.
2. If you wish to become a Practitioner, the Level 1 Associate Practitioner Qualification is available for progression – please see the Practitioner Pathway section of our website for details.
3. The cost of this course does not include any fees towards becoming a Level 1 Associate Practitioner, Level 2 Accredited Practitioner, or Level 3 Advanced Practitioner.

## **Privacy**

1. We will use the contact details provided during booking to deliver the necessary information about the training course.
2. Social Value UK will not share this information with a third party without your express permission.
3. Online training sessions will be recorded solely for the purposes of quality control and course development and catch-up. These will only be available on the classroom for a week after the live recording, after which time they will be taken down and destroyed.

4. Social Value UK will not share these recordings with anyone, publish them as content or use any sound from them as part of any publication without your express written permission.
5. By signing up to this course you give Social Value UK permission to store the recordings of the sessions in line with the clauses above.