

# **Terms and Conditions**

## **PRO Workshops, Spring 2020**

### **How do I register?**

To attend one or more workshop, you **MUST** register to secure a place. This can be done in one of two ways:

1. Online via [Eventbrite](#) (preferred option)
2. Over the telephone to the LinkAge Network office. Please call 0117 353 3042.

Delegates can attend one, two or all workshops, so long as there are spaces.

### **How much does each workshop cost?**

Each workshop costs £25 for one place:

- If you attend one workshop, it will cost £25
- If you attend two workshops, it will cost £50.
- If you attend three workshops, it will cost £75.

There is no multi-workshop discount.

### **How can I pay?**

Please note:

1. LinkAge Network does not have the facilities to accept card payments over the telephone.
2. If you pay via cheque, you **MUST FIRST** register for the workshop either online (Eventbrite) or over the phone to LinkAge.

Payment can be made via one of the two following options:

1. Credit or debit card on Eventbrite during registration – preferred option
2. A cheque made payable to 'LinkAge West of England' and hand delivered or posted 1<sup>st</sup> class, to LinkAge Network, The Park, Daventry Rd, Bristol, BS4 1DQ. Please ensure you enclose a note with details of your name, telephone contact details and the workshop(s) you have registered to attend. We will telephone you once we receive your cheque and to confirm your place on the workshop(s).

## **How do I cancel my place and access a refund if I need to?**

By completing your registration and payment for one or more workshops, you agree to the following terms and conditions:

You have the right to cancel your booking at any time under the following terms:

1. For cancellations more than 21 days before the workshop(s), a full refund will be made.
2. For cancellations 14-21 days before the workshop(s), 50% of the value of the course will be refunded.
3. For cancellations less than 14 days before the workshop(s), no refund will be made.
4. LinkAge West of England reserves the right to cancel one or more workshops if the number of delegates have not reached the minimum required to run the workshop effectively.
5. LinkAge West of England also reserves the right to cancel in the event of an unforeseen circumstance which prevents a safe training environment. In the event of LinkAge cancelling a workshop, the organisation will either arrange for an alternative course date or offer a full refund.

Should you wish to cancel a workshop(s) for which you have already registered in accordance with the above conditions, please email us at [enquiries@linkagenetwork.org.uk](mailto:enquiries@linkagenetwork.org.uk) or call us on 0117 353 3042.

## **Data protection**

Linkage Network will treat your information with respect. We will only collect the personal information required to fulfil your request and it will only be used for this purpose, unless you have given us consent to use it for other purposes. We will never sell your personal data. Our Privacy Policy provides more information about how we use your personal data and this can be found by visiting our website [www.linkagenetwork.org.uk](http://www.linkagenetwork.org.uk). A hard copy of the Privacy Policy can be obtained by ringing the LinkAge Network office on 0117 353 3042.

## **Complaints Policy**

Please see the LinkAge Network website, [www.linkagenetwork.org.uk](http://www.linkagenetwork.org.uk)

Or call the office on 0117 353 3042 for a hard copy.