

CAS Training and Events Terms & Conditions

To ensure the best possible experience for everyone attending a CAS learning and development 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. If you book a place at a Southwark Forum, Social Enterprise Network or Small Groups Network and are unable to make the session, please call us on 020 7358 7020 to let us know
2. 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).
3. Carrying out any pre-course preparation required.
4. Bringing any pre-course learning materials, when stated as required.
5. Arriving at least 15 minutes before the start of the event, allowing a prompt start and keeping to timing. This also ensures fewer disruptions throughout the day.
6. Anyone arriving late by 30 minutes or more, may be turned away, but will still be charged.
7. Completing and returning an evaluation form to the trainer or facilitator.
8. Agreeing to be contacted at a later date for impact measurement.

Cancellation and non-attendance:

1. For free CAS training events, there is a **£25** fee payable for non-attendance unless 3 working days’ notice of cancellation has been given.
2. For paid events, 5 working days’ notice must be given of a cancellation in order to receive a refund and so that we can reallocate your place.
3. For each training session to successfully go ahead, we require a minimum number of participants. CAS may cancel or postpone events that do not have sufficient bookings.
4. CAS would prefer not to cancel sessions unless absolutely necessary and will aim to give participants 2 days’ notice of cancellations.
5. For our Masterclasses and sessions delivered by external providers, the cancellation period will depend upon the providers’ charges and policies.

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. Refreshments will be provided, in most cases.
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. Mobile phones must be switched off or on silent and phone calls only taken during lunch or breaks.

If you have enquiries about any CAS training or events session please call us on 020 7358 7015 or email training@casouthwark.org.uk