

WCVA booking and cancellation policy

Bookings:

General

- Delegates will be allocated a place once a completed WCVA booking form has been received.
- Delegate places on events/ training courses will be allocated on a first come, first served basis. Completing a booking form does not guarantee a place.
- Telephone bookings are not accepted

Communities First training

- Delegates will be allocated a place once a completed WCVA booking form has been received.
- Delegate places on events/training will be allocated to paid Communities First staff and partnership members on a first come, first served basis. However, if numerous applications from one Communities First area are received, numbers may be restricted to allow attendance from other areas. Completing a booking form does not guarantee a place.
- Telephone bookings are not accepted.

European training

- Priority will be given to third sector organisations involved in the development and/or delivery of European funded projects (direct project sponsors or sub-contractors)
- All other delegates will be notified whether a place has been allocated or not.
- Telephone bookings are not accepted.

Acknowledgement / Joining instructions:

- Delegates will receive an acknowledgement email within two weeks of receipt to confirm that their booking has been received. If this is not received please contact the WCVA Helpdesk on 0800 2888 329
- Joining instructions will be sent approximately 3 weeks prior to the event confirming the running of the course detailing, date, start/finish times, venue and directions.
- Please contact the Helpdesk if you have not received the joining instructions at least 1 week prior to the event.

Fees:

- Delegate fees contribute towards the costs of administration, the venue, lunch if applicable, trainer expenses and any materials provided by WCVA**
- For accredited courses fees will include registration, assessment and certification.
- Details of course fees can be obtained on the website at www.wcva.org.uk or in the WCVA training and events annual brochure.

** For Communities First Training, delegate fees contribute only towards the cost of the venue and lunch if applicable. All other costs are covered by WCVA from Welsh Assembly Government funding.

Cancellation policy:

General

- Cancellations or postponement can only be accepted in writing.
- Should WCVA cancel an event a full refund will be made.
- Should delegates cancel or postpone the following charges apply:
 - 22 days or more prior to the event - no fee
 - 15-21 days prior to the event - 50 per cent of course fee
 - 14 days or less (or failure to attend) - 100 per cent of course fee

European Training (free places) / Voices for Change Cymru

- Cancellations or postponement can only be accepted in writing.
- Should WCVA cancel an event a full refund will be made.
- There is a cancellation charge of £25 in the event that the applicant cancels their place 21 days or less prior to the course, or if the applicant fails to attend



Data Protection Act 1998

The above details are held and processed by WCVA on computer. The forms are kept manually. The information is used by WCVA for the administration of the training course and for the monitoring and promotion of the voluntary sector in Wales. Details are disclosed to course tutors; contact details are available for other course attendees.

The data may be considered as sensitive personal data where the organisation is involved with matters relating to race, ethnic origins, politics, religions or similar beliefs, physical, mental health or sexual life.

By booking onto a WCVA event you are agreeing to the above terms and conditions

