**Our Terms and Conditions for training and events**

**What you need to know before booking**

**Who should attend**

Please note our training is currently only available to organisations and groups based in North Yorkshire or delivering services within North Yorkshire.

**Costs and concessions**

Each training session is individually priced as per the event listing. Some sessions are also offered at a reduced rate as part of a ‘package deal’.

Due to funding from North Yorkshire County Council and NHS North Yorkshire, we have a limited number of ‘first come, first served’ concessionary rates which provide free places to voluntary, community and social enterprise (VCSE) organisations based in North Yorkshire.

Concession criteria is as follows:

* Free to VCSE organisations in North Yorkshire with an income of up to £5k (limited spaces only)
* Free to VCSE organisations in North Yorkshire with an income of up to £25k who are experiencing financial hardship and would struggle to pay (limited spaces only).

If you meet these criteria you can self-select a concessionary rate during booking. Note that if no concessionary rate is offered at the time of booking then these places have already been filled (and you can ask to be put on the waiting list for a future event).

All other places must be paid for at the rate shown in the event listing.

We are not able to offer places on training and events for private organisations due to our funding restrictions.

**Payment**

Payment is by debit card, BACS or cheque.

Please make cheques payable to Community First Yorkshire and send to: Community First Yorkshire, Unit A, Tower House, Askham Fields Lane, Askham Bryan, York, YO23 3FS.

Make BACS payments to Community First Yorkshire, sort code: 60-83-01 account: 20420806. Please put your invoice number as the reference.

**Cancellation terms and non-attendance**

Cancellations should be made up to 7 days prior to the event for a full refund. After that you will be charged in full, even if you booked a free place.

Non-attendance of an event you have booked on will require the full payment of the training or event cost, even if you booked a free place. We accept that there may be exceptional circumstances where attendance is beyond your control and we will consider charges on a case by case basis.

If due to unforeseen circumstances we are forced to cancel an event, all payments received will be refunded, or transferred to allow attendance of another training session or event of your choice.

**Booking confirmation**

All bookings will be confirmed by email. Please ensure that you give a valid email at the time of booking otherwise Community First Yorkshire will not be able to send an invoice/receipt and confirm the booking.

Upon receiving an invoice/receipt you must check that the information contained within it is correct. Should any information be incorrect Community First Yorkshire must be notified so that any required reasonable changes can be made. Should you not receive an invoice/receipt please contact Community First Yorkshire so that one can be sent to you. Registered charity No. 515538 Unit A, Tower House, Askham Fields Lane, Askham Bryan, York, YO23 3FS. Tel: 01904 704177

Email:[**info@communityfirstyorkshire.org.uk**](mailto:info@communityfirstyorkshire.org.uk)

Web address: [**www.communityfirstyorkshire.org.uk**](http://www.communityfirstyorkshire.org.uk)

**Contact**

If you have any questions about these terms and conditions, or your booking please contact Community First Yorkshire 01904 704177 [**info@communityfirstyorkshire.org.uk**](mailto:info@communityfirstyorkshire.org.uk)