

Terms and Conditions

Please take some time to read our Terms and Conditions for bookings for our training courses for professionals.

Bookings

- I. Bookings will be accepted once a fully completed booking is received via online booking, or via booking form sent by email, post or fax. Bookings will be accepted on a 'first come, first serve' basis.
- II. In all cases, a purchase order number must be submitted with your booking or online payment made before we can accept it.
- III. For bookings made via booking forms, a fully completed booking form is required for each delegate. (Forms can be obtained by calling 01865 405653 or emailing training@familylinks.org.uk)
- IV. Family Links will send confirmation of all bookings by email.
- V. Training participants must be aged 18 or over.

Reserving places

- I. Family Links will only accept confirmed bookings. We are unable to accept provisional bookings.

Cancellations

- I. Please email training@familylinks.org.uk to make a cancellation, as all cancellations must be submitted in writing. Telephone requests will not be honoured.
- II. For face-to-face training, should you cancel your booking within one calendar month of the first day of training, the full cost of the course will be charged. If cancellation is made more than one calendar month prior, then you will be offered a refund or credit voucher.
- III. For online training, **non-attendance on the day training commences (including failure to join an online course before the online session is locked) or notice of non-attendance received within 14 days of the start date will carry the full cost.** If your cancellation is more than 14 days prior, then you will be offered a refund or credit voucher.
- IV. In the event that a prospective participant is unable to attend a training course, they may send another participant in their place. Family Links requires prior notice, wherever possible, of change in attendance.
- V. In the event that a participant does not attend an online training course, it will be the participant's responsibility to return any training resources received to Family Links, at their own expense. Family Links' address is: Family Links, Units 2 & 3 Fenchurch Court, Bobby Fryer Close, Cowley, Oxford, OX4 6ZN.
- VI. Family Links reserves the right to cancel a training course. Every effort is made to ensure that this does not occur, however, in the event that it does, participants will be offered a place on the next available course. No cancellation fee will apply should the alternative date not be accepted, and any payments made will be fully reimbursed. If the alternative date is accepted, original cancellation rules will be reinstated.
- VII. If a participant is unable to complete a training course for any reason, Family Links should be notified as soon as possible. Where possible, alternative arrangements will be made, in line with Family Links' quality standards. A fee may be incurred.

Fees

- I. For Course fees are charged at a standard cost (see each event for prices).

Payment terms

- I. For face-to-face training, invoices rendered are for settlement within 30 days of the invoice date, or before the training course commences, whichever comes first.
- II. For online training, invoices rendered are for settlement within 14 days of the invoice date, or before the training course commences, whichever comes first.
- III. Payments made online are taken on successful completion of the online booking process.

Payment methods

- I. Family Links accepts the following payment methods: cheque or BACS transfer (invoice option), PayPal or credit/debit card through the online payment gateway.
- II. Invoice option is only available for training courses for professionals.
- III. Invoice numbers must be quoted whenever possible.

Data protection (privacy policy)

- I. Your personal data will be used by Family Links for the purpose of delivering this training course or workshop, and if applicable for keeping you informed of updates regarding this training and its delivery. For that purpose, we will send you regular newsletters with information about this or other related services or resources. It is your responsibility to keep Family Links notified of any change in contact details. You can opt-out at any time by clicking the unsubscribe link in the footer of any email you receive from us. Detailed information on the processing of personal data can be found in our privacy policy: <https://familylinks.org.uk/privacy-policy>