



Crafts Council Professional Development Booking Conditions

These Booking Conditions and the terms therein, are correct as from July 2016.

Crafts Council reserves the right to amend the Conditions at any point and by notifying affected parties of any such amendment.

1. Booking methods

Training and networking event places can be booked by booking online via a dedicated page. If you, The Delegate, do not have access to the internet you can request a hard copy of booking forms by calling a member of our Talent Development team on 020 7806 7500. When we receive your online booking form with payment your place is secured. Please note that bookings are only confirmed once the workshop fee has been received along with a completed online form. Details of the workshop venue and times will be automatically sent upon confirmation of a workshop booking.

The fee quoted in promotional materials is per workshop place. The Crafts Council is VAT registered and so VAT is payable.

2. First Come, First Served

Places will be allocated on a first come, first served basis – subject to receipt of the workshop fee. In the case of over subscription to a workshop, a waiting list will operate and when possible and appropriate an additional session may take place.

3. Booking Terms

a) Your contract is with the registered charity and company incorporated by Royal Charter called the 'Crafts Council'. The booking is made by the delegate named on the booking form under 'delegate details'. If you require the receipt for payment to be sent to another person within your organisation, please provide a contact name, email address and phone number and email your request to makerdev@craftscouncil.org.uk.

b) If you wish to cancel your place on a workshop you must notify Crafts Council Talent Development team by email to makerdev@craftscouncil.org.uk. Only when written notification is received does cancellation become effective. Failure to attend a workshop will be considered a cancellation. As such no refund of workshop fee will be made. If you cancel your place on a fee-paying workshop within two working weeks, 50% of the fee paid will be returned. Cancellations received within five working days will incur the full fee paid. Even if there is no fee for the workshop, please tell us if you are unable to attend as this may allow someone else to attend in your place.

c) Crafts Council reserves the right, if necessary, to make alterations to a previously confirmed training workshop for reasons including but not limited to illness, adverse weather conditions or insufficient demand for the training

workshop. In such cases, the Crafts Council reserves the right to make the necessary changes and the delegate will be informed as soon as possible. Where feasible, Crafts Council will offer alternative dates for the training to take place. Crafts Council will have no other liability for changes to your training workshop other than those set out in this condition, and no other claim for compensation or expenses will be considered.

d) Crafts Council reserves the right to remove any delegate as a result of disruptive or inappropriate behaviour, such decision being at the sole discretion of the workshop leader. In such circumstance Crafts Council will not offer any alternative dates or refunds of monies already paid.

e) Crafts Council shall under no circumstances be liable for any loss of profit incurred by attending an event. All payment transactions between Crafts Council and the delegate are confidential and should not be disclosed to outside parties.

f) If the activity, or sessions within it, is cancelled by Crafts Council then it will first and foremost seek to re-programme the event or session with you. If this is not possible, we will return any booking deposit or fee paid.

g) Full workshop details including directions, agenda and speaker biographies will be sent to all delegates within 48hrs of their booked event.

Data Protection Statement

Crafts Council is registered under the Data Protection Act (Registration No Z6649255) and respects an individual's right to privacy and will keep safe any personal details that are given to us in line with the Legislation Act of 1998. We will only ask you to give us personal details to help us process your delegate's place and keep you up to date with relevant Crafts Council activity. Please be assured that we do not sell information about individuals to any third parties. Information will only be shared for internal monitoring and evaluation of services and for the purposes of accountability to funding bodies.

Crafts Council

44a Pentonville Road, London, N19BY, www.craftscouncil.org.uk
Registered Charity No: 280956