



BOOKING TERMS AND CONDITIONS

Access to Training and Events

Most of Kensington and Chelsea Social Council's (KCSC) training and events are funded and so are provided free of charge to voluntary and community organisations delivering services in Kensington and Chelsea.

Unless otherwise stated, our training and events are only open to workers and volunteers from the voluntary and community sector. Please see our [eligibility criteria](#) for more information.

Bookings are accepted on a first-come, first-served basis. However, KCSC reserves the right to limit the number of attendees from a single organisation if necessary, to allow more organisations to attend. In such cases, KCSC will operate a reserve list.

Booking

Upon booking, KCSC will assess your eligibility, and notify you of the outcome via email. Please retain the email as evidence of booking for the event.

Payments

If a payment is required, this must be made by bank transfer. Bank details will be provided by KCSC where needed. Organisations may request an invoice, but a place is not guaranteed until payment has been received in full.

If you are unable to attend

If for any reason you cannot attend an event having registered, we are happy to accept a substitute from your organisation.

Cancellation and punctuality

If, on consecutive occasions, you arrive late, leave early or fail to attend without providing prior notice at least 3 working days in advance of an event start time, a temporary bar will be enforced on your organisation for a period of 6 months.

If you have any questions about the information included in this document, please contact us at info@kcsc.org.uk or on 020 7243 9800.