



## BOOKING TERMS AND CONDITIONS

### Access to Training

Most of Kensington & 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 voluntary and community organisations. 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 you will receive a confirmation 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 & Punctuality**

Registrants who fail to attend, arrive late or leave early without notifying us by email at least 3 days in advance of the event start time, will be charged a cancellation fee of £30. If consecutive events are missed, KSCS reserves the right to enforce a temporary bar on the registrant.

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