

# Our Booking Terms

We don't want to make things complicated but, we do believe that it's important that everyone has the same understanding when booking onto the training opportunities we run.

With this in mind we have a few simple terms and conditions for booking and participating in our training.

## Bookings

1. Attendance at our adult training is provided free of charge to members of scouting across the London scout region. If you scout outside of London, we will invoice you for your training as follows:
  - £10.00 for an evening course
  - £15.00 for a day course
  - £50.00 for a weekend course
2. Places on our training courses are offered on a first come first served bases.
3. Only registered adult members of UK Scouting (with DBS vetting if attending a residential course), will be able to book onto our training.
4. We use Eventbrite to administer our bookings.
  - Eventbrite is the only way you can book a place on any of our training opportunities
  - Catering fees are automatically added to appropriate bookings and are payable at the time of booking
  - Eventbrite sends out an automated booking confirmation when a booking is made

## Non-attendance

5. If you do not attend any training that you have booked on to your scout group or explorer scout unit or scout district (as appropriate), will be charged for your place as follows:
  - £10.00 for an evening course
  - £15.00 for a day course
  - £50.00 for a weekend course

As you will appreciate, our training is planned and delivered by a team of dedicated volunteers and these fees are in place to encourage everyone to follow through on their commitment, once they book a place, to attend our free training and help us avoid the situation where a lot of planning for course sessions and the purchasing of food, refreshments and resources takes place for people that do not attend.

## Booking fees for residential courses

6. For our residential training we charge a catering fee, this is £20 per-person (plus the Eventbrite booking fee). We don't think this is unreasonable as everyone needs to feed themselves wherever they are!
7. All catering fees for residential course bookings must be paid in full at the time of making the booking. Failure to pay will result in the booking being automatically cancelled.

8. Residential course details and joining instructions will be sent out by email around 21 days before the course.

## **Cancellations**

### **For residential training**

1. If you find that you are unable to attend a residential course, at least 21 days notice should be provided to the training administrator by emailing [training@southlondonscouts.org.uk](mailto:training@southlondonscouts.org.uk).
2. If at the time of cancellation (at least 21 days before the course), you commit to attending the next scheduled residential course your £20 food payment will be refunded (unfortunately we are unable to refund the booking fee that is taken by Eventbrite).
3. If you cancel your place on a course during the 21 days before the course date your £20 (plus the Eventbrite booking fee), food payment will not be refunded or transferable and a cancellation fee of £15.00 will be payable and we will send you an invoice for this amount.
4. Non-attendance at a course will also mean that your food payment will not be refunded or transferable and the full course payment of £50 will be payable (so an additional £35), and we will send you an invoice for this amount.

### **Full or half day training**

1. If you find that you are unable to attend a full or half day course, at least 14 days notice should be provided to the training administrator by emailing [training@southlondonscouts.org.uk](mailto:training@southlondonscouts.org.uk).
2. If you cancel your place on a course during the 14 days before the course date the full course payment of £15 will be payable and we will send you an invoice for this amount.
3. Non-attendance at a course will mean the full course payment of £15 will be payable and we will send you an invoice for this amount.

### **Evening training**

1. If you find that you are unable to attend evening training at least 7 days notice should be provided to the training administrator by emailing [training@southlondonscouts.org.uk](mailto:training@southlondonscouts.org.uk).
2. If you cancel your place on an evening course during the 7 days before the course date the full course payment of £10 will be payable and we will send you an invoice for this amount.
3. Non-attendance at evening training will mean the full course payment of £10 will be payable and we will send you an invoice for this amount.

We really look forward to seeing you on our training. We are scouts and we know that everyone will find our 'rules of engagement' helpful and are happy to abide by them. If you have any questions please don't hesitate to contact us at [training@southlondonscouts.org.uk](mailto:training@southlondonscouts.org.uk).

We provide a comprehensive range of training and learning opportunities throughout the year which offer support and guidance for everyone that holds a role in scouting. To view and book onto our coming events visit [www.southlondonscouts.org.uk/adult-training](http://www.southlondonscouts.org.uk/adult-training)