



Association for Citizenship (ACT) Event Terms & Conditions

Please read these terms and conditions carefully before booking onto any of the Association for Citizenship's [ACT] CPD events. You should understand that by booking any of our CPD Events, you agree to adhere to these terms and conditions.

Where an event is held in partnership with another organisation, additional terms and conditions from that organisation may apply.

If you have any questions or queries please email info@teachingcitizenship.org.uk.

1) Registering for an ACT CPD Event

All ACT CPD Events are available on a first-come, first-served basis. Should there be a limited number of places at each event these will be allocated in order of receipt of bookings. Some events may operate a waiting list. Registration of interest can be placed over the telephone, via email or in writing before booking has been opened, but please note that this does not constitute reservation of a place and a booking will still need to be made.

Event registration will be activated at the point of receipt of an order confirmation email. This will come directly from ACT. Please note that this does not confirm the event will go ahead.

Each event registration must be registered with the direct name and email address of the person attending the event. The names of school administrators or generic office email addresses cannot be accepted. If you are a school bursar booking on behalf of a colleague, please make sure to enter the delegate's direct contact details.

2) Events and membership

ACT School & College members receive all **online CPD** events run by ACT free of charge. School & College members are only entitled to use this discount against staff registered to the membership account.

Individual members are entitled to a 50% discount against **online CPD** events. The booking must be made for the named individual to which the membership is registered.

To claim event discounts, members must ensure they book their place during their membership period and must be active members at the time of the event. The discount cannot be claimed should their membership have lapsed.

3) Payment

ACT accepts online payments for CPD via Stripe using credit/debit card

The price of events listed is not subject to Value Added Tax (VAT) unless specified otherwise

Prices are liable to change at any time, but changes will not affect bookings which have already been confirmed, except in cases of obvious error.

We reserve the right, from time to time, to run special promotional offers on events. Special offers may include, but are not limited to, price promotions.

In the event of a special offer, additional terms and conditions may apply which will be made available at the time of booking.

Any places booked at an event prior to the special offer will not be offered the promotion retrospectively, unless specifically agreed by ACT.

For in-person courses, unless otherwise stated, the fee for a whole day event covers lunch and refreshments throughout the day plus all accompanying materials.

4) Cancellations and refunds

We are able to cancel bookings and honour refund requests made up to 30 days before an event. All cancellations must be confirmed in writing via email to info@teachingcitizenship.org.uk. If you discover you cannot attend within 30 days of the booked event, you can either nominate someone else to take your place, or you can transfer the value of your order to another event.

Pre-recorded sessions are not eligible for cancellation or refunds.

With less than 30 days' notice, we are unable to offer any refund if an event is cancelled by you or your school/college, or not attended.

We will try to refund any money received from you using the same method originally used by you to pay for your purchase but reserve the right to refund using an alternative method. If this is the case, we will require you to complete a refund request form.

We reserve the right to cancel or postpone events when viable numbers are not reached and will do our best to rearrange dates wherever possible. If, for any reason, we need to cancel or postpone the event, you will be contacted as soon as possible using the contact details provided when booking.

We are not able to refund any travel or accommodation costs incurred by you (or your school/college) should arrangements be made and the event is subsequently cancelled or postponed.

Where an event is operating a waiting list, cancellations should be made as early as possible to allow the place to be offered to those held on the waiting list.

We reserve the right to make changes to the published programme of an event (but not the overall content), for example, to timings and/or speakers if one of the advertised speakers is unable to attend. In such cases, you will not be entitled to a refund if you cancel your place.

Whilst there is no entitlement, in the event of exceptional circumstances during a multi-event course, ACT's practice is to allow partial refunds based on the number of sessions remaining.

We will not be liable or responsible for any cancellation or delay to an event that is caused by events outside our reasonable control ("Force Majeure Event"). A Force Majeure Event includes any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation):

- Strikes, lock-outs or other industrial action;
- Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;
- Impossibility of the use of public or private transport;
- Impossibility of the use of public or private telecommunications networks; and
- The acts, decrees, legislation, regulations or restrictions of any government.

We will use our reasonable endeavours to find a solution by which the event should take place despite the Force Majeure Event, and will keep you notified at all times.

5) Joining an event or webinar

In-person CPD events are held at a number of venues across the UK. Certain events may be published with the note 'Venue To Be Confirmed'. Where this is the case, booked delegates will be notified via email once a venue has been confirmed.

For a face-to-face course, the registered delegate will receive joining instructions via email confirming the timings, venue and any necessary details one week prior to the event, or once your booking has been processed if you have booked within one week of the event.

For a webinar or online course, the registered delegate will receive joining instructions via email confirming the joining link at the point of registration, and again one week prior to, and one day prior to, the event.

If, in error, you have booked the event on behalf of a colleague without supplying their contact details as required in item 1, please forward the joining instructions to them and notify us of their correct contact details.

It is the responsibility of the delegate to raise failure to receive delegate information by contacting info@teachingcitizenship.org.uk. This can happen for a number of reasons and we will endeavour to resolve the issue. Prior to contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, just in case the joining instructions have been sent to these inboxes by your email client. To avoid this happening we recommend adding this address to your email's safe senders list: info@teachingcitizenship.org.uk

Joining instructions can be complicated and strict at certain venues. We are not able to offer any refund upon the event that a delegate is unable to attend as a result of failing to comply with these instructions.

By attending an event you agree to adhere to all housekeeping rules, procedures and policies (including policies as to behaviour and conduct) that may be in place at any venue.

We often take photographs and video at events for marketing purposes. By attending an event, you are giving us permission to use images in which you may be present. In addition, these images may be shared and stored on

third-party platforms. Should you not wish to appear in any images, please notify the photographer/videographer at the event.

6) Event materials

Delegates can request a CPD certificate for any course that you have completed by contacting us via email to info@teachingcitizenship.org.uk

All copyright and other rights (including all intellectual property rights) in materials provided to you during or for the purposes of any of our events (including, without limitation, course notes, slides, brochures, articles or case studies) are property of the ACT or of our speakers. Delegates agree to be bound by copyright law with respect to use of ACT materials.

Moderate printing or saving of material for personal, scholarly, or educational, non-commercial use is permissible, only to the extent consistent with the "fair use" doctrine. Resources are strictly not to be circulated outside of the school/organisation that has booked onto the event.

Where copyright is not outlined within resources supplied by the ACT, members may assume this can be used as above.

7) Privacy

ACT operates in accordance with the EU General Data Protection Regulations (GDPR) and Data Protection Act 1998 in the collection, processing, holding and transmitting of your personal information. We promise to use your data in a fair, transparent and ethical way.

We collect your personal information in order to fulfil your event booking with us, and provide you with the services you have signed up for. We have procedures and security features in place to keep your data secure. We will never share or sell your information with third parties, and only share it with organisations we work with when it's necessary for the fulfilment of your booking, and when the privacy and security of your data is assured. You can ask to see what information we hold about you, request changes to the data, or instruct us to delete it, however this will mean that you are no longer entitled to attend the event as you will not be on the delegate register.

Our full privacy policy can be viewed at <https://www.teachingcitizenship.org.uk/privacy-policy/>

8) Our Liability

Event attendees shall be required to keep their personal belongings with them at all times and we accept no liability for damage to, or loss of, personal belongings.

We do not accept any responsibility for any loss (including, without limitation, theft) of any property occasioned on our premises or at external venues save for any damage caused by our negligence in which circumstances our liability shall be limited to the amount of our insurance for such losses.

9) Service Level Agreement

ACT is committed to providing an exceptional level of service and support to its users. We endeavour to resolve all enquiries within a maximum of 72 hours, or to provide an estimated turnaround if we are unable to resolve a query within that time frame. There may be some instances where this is not possible, for example during bank holidays and during the Christmas break.

10) Comments and Complaints

Feedback from delegates is warmly welcomed – we are always keen to hear your thoughts and suggestions on how we can improve. Alternatively, if you have been unhappy with the service provided you can make a complaint. We take all complaints seriously and endeavour to respond within 72 hours of receipt. Please send all comments and complaints to info@teachingcitizenship.org.uk

12) Changes to CPD Events Terms & Conditions

ACT reserves the right to make changes to these Terms and Conditions when necessary. You will be consulted and notified if there are any significant amendments which alter the nature of the agreement. These Terms and Conditions do not affect your statutory rights.

Terms and Conditions last updated: 3 September 2024