

# SAVE OUR SHROPSHIRE CIO

Charity Registered in England number 1195247

## Terms and Conditions for the provision of public courses

### Introduction

Save Our Shropshire CIO (SOS CIO) provides education and training courses to the public, governmental organisations such as Local Authorities, Parish Councils and Town Councils, businesses and other such groups.

We will also, where advised, facilitate the provision of a certification of “Carbon Literacy” from the Carbon Literacy Project (CLP) to those learners who are considered to have successfully completed an assessment of their understanding following attendance at a course.

This document describes the commercial terms and conditions which will apply to the booking, invoicing and payment for these courses.

### Course Booking

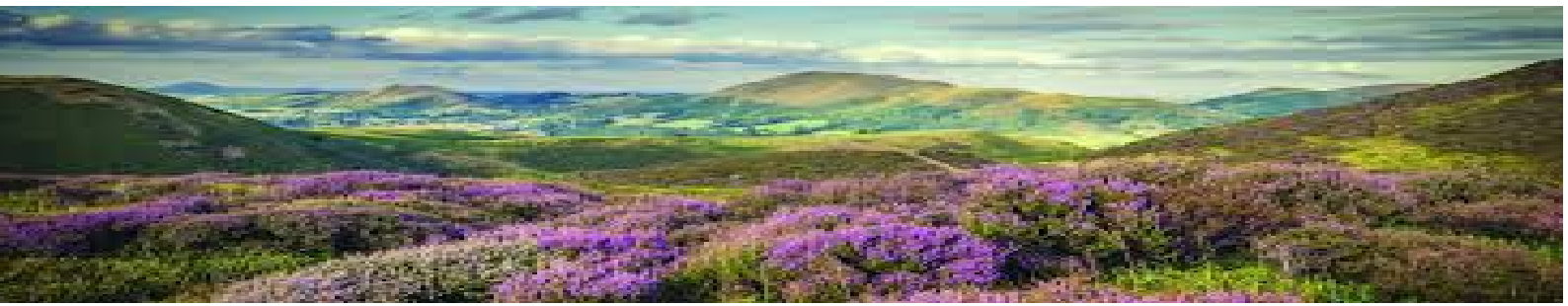
A delegate to a public course will confirm to SOS CIO via the booking form on our website, or an email or a letter that they wish to book a delegate or delegates to a course. They must confirm the organisation (where applicable), the address details, and the details of the person or organisation to whom an invoice will be sent.

On receipt of the booking, SOS CIO will confirm the booking, based on availability, to the person making the booking, and advise when and where the course will be held.

We will also advise the course fees to be paid, which will be published alongside the details of the course on our website. This course fee will include the certification fee charged by the CLP – currently set at £ 10.00 per delegate.

### Course Invoicing

On confirmation of the booking, an invoice will be raised to the organisation or person advised as part of the booking process, 50 % of which becomes payable by seven days before the start of the course as a deposit.



SOS CIO will only advise the delegate of how or where to attend the course when the deposit payment is received.

The balance of the payment will be payable within 15 days of the completion of the course. SOS CIO reserve the right to take appropriate action to recover the funds due, including any expenses of legal action.

Interest at the rate of 2 % per month will be added to the amount payable 15 days after the due date of the invoice, and monthly thereafter.

## Cancellation of courses

### SOS CIO Cancellation of course

SOS CIO reserves the right to cancel a course for any reason, which can include non-availability of teachers, location to conduct the course, or insufficient people attending the course to make it an effective event.

Where SOS CIO cancels a course, delegates will be offered the option of rescheduling the course to a later date, or a full refund of the course fee, including the CLP certification fee.

### Cancellation of course by delegate

#### **Definition – Date of course**

We define the course date to be either the actual day of the course being held, or the first day of a course, when we hold it over a series of days (for instance a series of three by 2 ½ sessions).

If we hold a course over several days, and a delegate does not, for any reason, complete the course through not attending after the first day, then we will treat this as a failure to complete the course, and the following conditions apply.

#### **Cancellation conditions**

A delegate should advise SOS CIO at the earliest possible moment of their inability to attend the course.

A delegate can cancel a course up to 30 days before the course date without any cost.

A delegate can nominate an alternative delegate from their organisation or elsewhere at any time without penalty.



In the case where the cancellation is made by an organisation (for instance a Parish Council) then they will have the right to substitute alternative delegates up to the date of the course. They can cancel a course up to 30 days before the course date without any cost.

**a. Period 30 to 15 days prior to course date.**

However, if a delegate cancels the course and is unable to nominate an alternative delegate within the period of 30 to 15 calendar days before the start date of the course, then the deposit amount will become payable immediately in full.

In the case where the cancellation is made by an organisation (for instance a Parish Council) then if they are unable to substitute an alternative candidate or candidates, then the organisation will be immediately liable for the deposit payment for the cancelled delegate(s).

This also covers the cancellation of the whole course.

**b. Period 14 days prior to course date up to course date.**

If a delegate cancels the course within 15 calendar days before the start day of the course, then the full course fee becomes immediately payable.

In the case where the cancellation is made by an organisation (for instance a Parish Council) then if they are unable to substitute an alternative candidate or candidates, the organisation will be immediately liable for the full amount for the cancelled delegate (s)

This also covers the cancellation of the whole course.

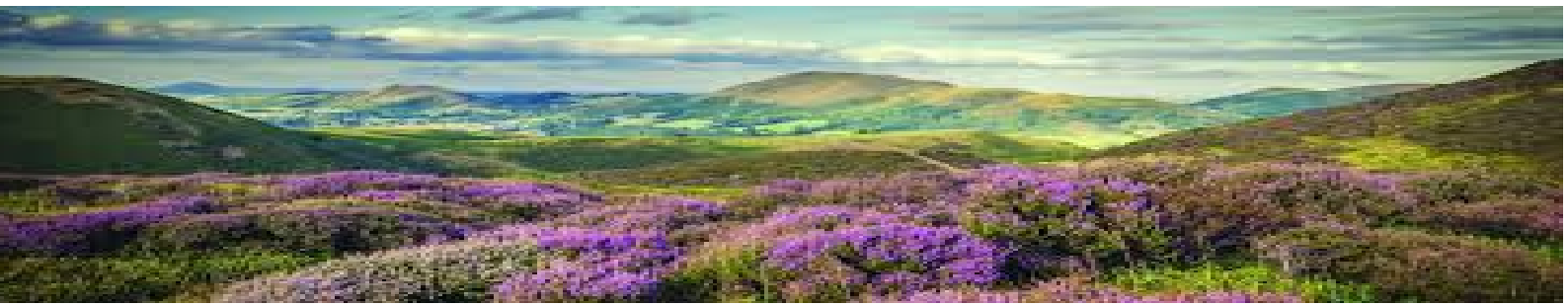
**Remedies for non-payment.**

SOS CIO reserves the right to take proper legal action to recover any outstanding amounts, plus the costs of any legal action.

An interest payment of 2 % per month will be added to the cost each month the invoice remains unpaid.

## Certification of delegate with Carbon Literacy Project.

Before the end of the course delegates will be given instructions on how to complete the "Carbon Literacy Assessment" document, which will usually be completed within the course or should be completed within seven days following the course.



This will include, importantly, a statement of your knowledge of Carbon Literacy and two pledges – one for individual action to be taken following the course and a second with respect to a group which you can influence to act.

On receipt of this document from the delegate, we will review the document and then send it to the CLP with a request for certification.

The CLP will then review the assessment.

If the CLP agree that the delegate should receive the certificate, then we will arrange for the certificate to be sent to the delegate.

If the Carbon Literacy Project do not agree that the delegate has achieved the right level of understanding or given a proper set of pledges based on their assessment of the delegates' literacy, then we will advise the delegate accordingly. The original £ 10.00 fee will not be refunded.

The delegate will then have the opportunity to review their answers and their pledges, within fourteen days from notification, and we will resubmit the delegate's assessment.

A further £ 10.00 fee will be issued on advice from the delegate that they wish to resubmit, and become payable on receipt of the invoice. The assessment will only be resubmitted if the £ 10.00 fee is paid.

If a delegate does not send their assessment in a prompt fashion to forward to the CLP, then there will be no refund. The purpose of the courses is to achieve Carbon Literacy certification, and so delegates should make every effort to complete their Carbon Literacy assessment.

## Payment for courses

Payment for the courses should be made either through BACS to the account as specified on the invoice or via a cheque sent to the address as stated on the invoice. No other forms of payment are acceptable