



## Terms & Conditions for Donor Conception Network Workshops

### **Terms of Business**

In order to avoid any misunderstanding in respect of your booking, the following Terms of Business apply to all bookings relating to our workshops. We've tried to make our terms of business as straightforward as possible, if however, you have any questions, please feel free to speak to us before you book and pay.

#### **1. Booking Confirmation**

Any booking is considered provisional until we receive your payment, which will be deemed to be your acceptance of these terms.

#### **2. Availability**

All workshops are offered subject to availability at the time of booking. Workshops may be added or cancelled or may change criteria as deemed necessary by DCN. We will endeavour to inform you of all changes if you have booked onto the workshop. We may offer you a full refund at this time.

#### **3. Delegate Numbers**

We book a maximum of 16-18 delegates on each in-person workshop or 12-14 for online workshops to allow each delegate to participate fully. One month before the workshop date we will decide whether the numbers of booked attendees are sufficient, and will either confirm or cancel. If we cancel, you may choose an alternative date or a full refund will be given.

#### **4. Payment**

You will either complete payment when you book online which secures your place(s) or you will receive an email from us with payment options and a deadline for completion. After this deadline, your space(s) are no longer reserved for you and may have been released to others. You can check online or contact the office to confirm whether places are still available after this date.

#### **5. What happens if you want to cancel?**

No one wants to have to cancel however, sometimes circumstances are beyond your control. Although we will do everything within our ability to help you in the unfortunate event that you need to cancel, there needs to be an agreed 'Cancellation Policy'. Here's how ours works: (Please note that our cancellation policy below applies to the total booking value).

More than 5 weeks before the workshop is scheduled to take place	Full refund
Between 3 and 5 weeks before the workshop is scheduled to take place	50% of the total booking value
Less than 3 weeks before the workshop is scheduled to take place	No refund

We will try to re-sell your allocated place and if we are successful, a refund may be available minus a £30 admin fee.

All refunds will be made by Paypal or BACS where possible.

#### **6. Cancellation by DCN**

In the event that we have to cancel your booking, we will return any booking payments, although DCN will not have any other financial liability.

#### **7. Etiquette and Conduct**

In-person events are held in a public venue where other events are also being conducted; please be aware of the need to behave in a considerate and respectful manner. If the workshop is online, please be respectful to others in the group and be aware that absolutely no recordings are permitted (DCN do not record the workshops) and any communication via other channels are private to the group at all times. You may not share any information from other members of the group at any time without their written permission.

#### **8. Children & Babies**

We appreciate that it can be hard to find childcare sometimes. However, we have a no children or babies policy at our workshops in order to allow all delegates the opportunity to participate fully on the day. This applies to both in-person and online workshops.

### **9. Confidentiality**

We will never pass on information about you as an individual or your family to anyone outside the Network unless you ask us to or you have given prior consent.

Please respect other delegates' right to privacy. No recordings of the workshop are allowed and please do not share other delegates' or facilitators' names or personal circumstances outside the workshop unless you have been given permission to do so.