

## Terms and conditions for training courses

Association of Voluntary Organisations (AVOW) is committed to providing high quality courses to all participants. These are the terms and conditions of AVOW courses.

### Booking procedure and confirmation

You can book online at <http://avow.org/training-2/> or contact AVOW Training Team on 01978 312556 or [communitycourses@avow.org](mailto:communitycourses@avow.org).

Places will be allocated on a first come, first serve basis once a training booking form has been completed and returned to AVOW and payment has been received. Payment must be received at least 7 days before the course date.

Once we have processed your booking, we will send you a confirmation email followed by an invoice.

### Payment

Payment must be received in advance of the training course or within 21 days of a received invoice, whichever is the sooner and regardless of booking date. Payment can be made through:

- BACS to Association of Voluntary Organisations in Wrexham (AVOW), National Westminster Bank, Sort Code 55-81-42 Account name 31281052. Please quote invoice number in any correspondence and the name and date of the course.

or

- Cheque made payable to Association of Voluntary Organisations in Wrexham, quoting the name and date of the course on any correspondence.

### Fees

AVOW Members will receive 10% off course costs. Course fees include tuition on the day(s) and relevant course materials. Price shown is for individuals involved in voluntary and community groups, prices for corporate or other individuals can be requested.

### Cancellation

We recognise that on occasions delegates will book onto courses and subsequently find that they are unable to attend. In these situations we ask that customers notify us of their need to cancel their place as soon as possible.

On Occasion, AVOW may find it necessary to cancel a course and when this need arises we are committed to taking steps to alert you to the cancellation as soon as possible and a full refund of any monies received will be given.

If you need to cancel your booking/s for a course, our cancellation policy is as follows:

- Please send cancellation details to [communitycourses@avow.org](mailto:communitycourses@avow.org) or 01978 312556
- Please inform the training team if you wish to send a replacement delegate, a new booking form will need to be completed to ensure that we offer them the best possible service on the course.
- If you notify AVOW of your cancellation up to 4 days prior to the course we will provide a full refund
- If you notify AVOW of your cancellation less than 3 days before the course, or do not attend the course attend without notifying AVOW of your cancellation the full fee will be payable.