



TRAINING

TERMS & CONDITIONS



AVOW

Association of Voluntary Organisations in Wrexham
Cymdeithas Mudiadau Gwirfoddol Wrecsam



Booking onto a training course with AVOW

EVENTBRITE

Bookings via Eventbrite will secure the place before an invoice route (where the training is chargeable), as refunds cannot under any circumstances be issued. However, if you are unable to attend the training a replacement may be sent in your place - please inform AVOW of this.

INVOICING

For invoicing, please contact sharon.stocker@avow.org or call **01978 312556** and book directly. All places are offered on a first-come, first-served basis.

For online training, joining instructions are not given instantly, they will be sent prior to the training course/webinar near the date of the actual training session. Please contact the email or phone number above if you have not received the joining instructions 48 hours prior to the training session.

For face-to-face training, this is always held at AVOW, 21 Egerton Street, Wrexham LL11 1ND unless otherwise stated. Please note, if you are travelling by car, we do not have parking available but there is parking at Waterworld and Wrexham Library. We are also directly opposite the Wrexham Bus Station. If you are on a full day's training, we do not provide lunch, but we are surrounded by food outlets. We do have tea/coffee available in the training room and you may use the kitchen which is adjacent.

Whether you are on an online course or face-to-face, you will be sent a reminder a couple of weeks prior to, and a couple of days prior to the session to ensure all is well.

FEES

We hope to deliver free/funded training where possible but where a course is chargeable, delegate fees contribute towards the costs of delivering the course including, administration, the venue, trainer expenses etc.

If you are a member of AVOW (annual fee of £10-£15) you will receive a 10% discount on every participant who attends from your organisation. Please ask AVOW about this.

INDICATION OF COURSE FEES PER PERSON:

| | | | | | |
|-----------------|--------|-----|--------|-----|--------|
| Members of AVOW | £22.50 | £27 | £40.50 | £45 | £49.50 |
| Non-members | £25 | £30 | £45 | £50 | £55 |

Cancellation policy

INVOICED BOOKINGS

If you have booked directly with AVOW and not on Eventbrite, you will need to give at least 3 working days of the cancellation notice to allow AVOW to find a replacement and for you to get a refund or credit for another training session. You can also have a replacement of your own but please let AVOW know.

EVENTBRITE BOOKINGS

If you have booked on Eventbrite and paid on Eventbrite, please note we cannot issue refunds, but you can send a replacement to take your place. Should AVOW cancel or postpone a training course you will be placed onto the next available date or given credit towards another training course. If you do not cancel within the specified timescale or you/a replacement of your choice does not turn up without any prior notice on the day, there will be no credit/refund and we are not obliged to put you on another date.

By booking onto an AVOW training course/webinar you are agreeing to the above terms and conditions.

