

## Event terms and conditions

### Bookings

- Bookings may only be made by filling in the online booking form. We are unable to accept bookings by telephone, post or email.
- Please ensure your booking contains all the information requested.
- Places are normally restricted to two per organisation – please contact us at [admin@cornwallvsf.org](mailto:admin@cornwallvsf.org) if this causes a difficulty.
- Upon submitting your booking, you will receive an automated response confirming your place. If you do not receive this confirmation, please contact us at [admin@cornwallvsf.org](mailto:admin@cornwallvsf.org).
- If the event is already fully booked, please contact us at [admin@cornwallvsf.org](mailto:admin@cornwallvsf.org) asking to be added to the event reserve list.

### Payment

- Most Cornwall VSF events are provided free of charge. For events where we make a charge, payment can be made at the time of booking by Paypal, or in advance by cheque or BACS.
- Once the booking has been accepted, the place(s) become(s) payable unless cancelled more than three working days in advance of the event.
- Cheques should be made payable to 'Cornwall Voluntary Sector Forum' and should be accompanied by a copy of the booking form.
- Where pre-payment would delay your booking, please discuss this with us. Late or non-payment will jeopardise future bookings and will be subject to our usual debt recovery procedures.

### Cancellations and substitutions

- If you are unable to attend the event, please let us know as soon as possible in writing to [admin@cornwallvsf.org](mailto:admin@cornwallvsf.org). You are welcome to ask someone else to take the place on your behalf –please include their name and contact details.
- Cancellations made less than three working days in advance of the event will be subject to a charge of £25 per person.
- You will not be able to book onto future events if you have outstanding charges for non-attendance to pay.

### Data protection

- We will use the information you have given us for event administration purposes; this may include circulating your details to other participants at the same event. If this is not acceptable for any reason, please tell us in writing when you book.