# Terms and Conditions

Thank you for choosing the FSI; this document outlines the terms and conditions of booking. See below for further information:

[**1. Booking Limits**](#_Toc519764616)

[**2. Attendance Eligibility**](#_Toc519764617)

[**3. Deposits and Refunds**](#_Toc519764618)

[**4. Cancellation Policy**](#_Toc519764619)

[**5. Evaluation**](#_Toc519764620)

[**6. Communications and Ongoing Support**](#_Toc519764621)

1. Booking Limits   
If an organisation books four or more delegates onto any one course, we reserve the right to cancel and refund one or more bookings, to ensure as many organisations as possiblecan access the FSI’s events – and to ensure voices are heard from a range of organisations during interactive sessions. This will be considered on a case-by-case basis.

2. Attendance Eligibility   
This service is for FSI Members and Associate Members only (excluding eLearning, which is available to non-members and larger charities). The FSI defines a Small Charity Member as a charity with an annual turnover of less than £1million. Associate Members are charities with a turnover of £1m – £5m.

Staff, volunteers and trustees may attend our events. Paid interns (over and above expenses) are eligible to access our services. If an unpaid intern wishes to access our services, please contact [admin@thefsi.org](mailto:admin@thefsi.org). Freelancers and consultants are not able to attend FSI events.

**Please note that if you have made a booking but are not eligible under our membership criteria, your booking will be cancelled and your deposit will be returned minus an administration fee as set out in the table in section 4 (Cancellation Policy).**

For full details of FSI eligibility criteria please visit <https://www.thefsi.org/membership>

3. Deposits and Refunds   
The table below outlines the usual deposit amounts taken at the point of booking for each learning type, and how much would be refunded after delegates have attended the event and completed the pre- and post- surveys. Deposits will not be returned if you have not completed survey responses in the specified timeframe. The retained deposit amount contributes to deposit and refund processing and administration costs.

Some training and events for which the full cost is covered by a particular funder may be available with a 100% deposit refund in place, or without a deposit.

**FSI Members: Deposits and Refunds**

|  |  |  |  |
| --- | --- | --- | --- |
| **Learning Type** | **Deposit paid per delegate place** | **Amount refunded per delegate place (after full attendance\* and completion of pre- and post- surveys)** | **Amount retained by the FSI per delegate place** |
| Conference | £50 | £20 | £30 |
| Full-Day Training/webinar | £50 | £25 | £25 |
| Half-Day Training/webinar | £30 | £15 | £15 |
| Webinar90/60/Workshop | £15 | £7.50 | £7.50 |
| FSI’s Big Advice Day | £0 | £0 | £0 |

\*Full attendance is regarded as attending for the full duration of the event including webinars and live digital events. Significantly late arrivals or early departures may result in the full deposit amount being retained. If you or the attendee have any childcare commitments or access requirements which mean you cannot stay for the full duration of the event, please let our admin know so that it does not affect your deposit.

**eLearning**

Our eLearning packages are available at a flat rate, with no deposit scheme.

4. Cancellation Policy   
If you are unable to attend for any reason, please be sure to contact us immediately – please note substitutes should be notified to us in advance.

Providing you notify us of your wish to cancel your booking more than 5 clear working days prior to the event start date, we will return your deposit minus an administration fee:

|  |  |  |
| --- | --- | --- |
| **Learning Type** | **Deposit per delegate place** | **Administration Fee** |
| Conference | £50 | £5 |
| Full-Day Training | £50 | £5 |
| Half-Day Training | £30 | £3 |
| Workshop | £15 | £1.50 |
| Webinar90/60 | £15 | £1.50 |
| E-learning | £55\* | £5.50 |

\*e-Learning packages are available at a flat rate, with no deposit scheme.

Please note that if you cancel less than 5 clear working days prior to the event start date, or fail to attend your event in full, your full deposit will be retained by the FSI.

If you have a genuine, documented reason for your non-attendance, please email or write to the FSI within 5 working days after the event date, explaining the reason with supporting documentation. We will consider your request and let you know the outcome by email. Please note that our decision will be binding and final. If we do not hear from you within 5 working days of the event then your deposit will not be refunded.

If you have any questions about your booking then please email us at [admin@thefsi.org](mailto:admin@thefsi.org).

5. Coronavirus Information

The FSI’s policies on the global Covid-19 coronavirus outbreak are guided by official advice from the [Government](https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public) and [NHS](https://www.nhs.uk/conditions/coronavirus-covid-19/). Guidance for charities is available via [NCVO](https://www.ncvo.org.uk/practical-support/information/coronavirus). **Please note our events have moved to online/digital until further notice.**

If FSI events face cancellation, we will notify you immediately via email and will be able to offer alternative options.

6. Evaluation   
To help the FSI measure the impact and quality of our services, you will be expected to complete pre and post event surveys. **Please note deposits will not be refunded until both pre and post evaluations are fully completed and submitted.**

**Pre Survey**

Upon booking the delegate will receive a pre-event survey, which must be completed prior to the event.

**Post Survey**

Upon attendance the delegate will receive a post-event survey which must be completed by the delegate within 10 working days of attendance.

Please note both surveys must be fully completed and submitted within the timeframes stated above in order for your deposit to be partially refunded in accordance with the terms set out in section 3. Refunds will be processed following the post-survey deadline.

6. Communications and Ongoing Support   
In addition to booking confirmation and survey emails, you will receive the following communications from us relating to the service you have requested. Although this may vary depending on the service, you likely will receive:

* A follow up email with information about our valued event supporters;
* An eight week follow up email, signposting you to further support and inviting you to tell us about the impact of the service you accessed;
* Six month follow up survey or phone call, asking questions to assess the longer-term benefit of the service to your organisation.

Unlike our general member communications, there will not be an option to unsubscribe from these communications, but if you object to us processing your data as outlined in these service terms and conditions, please contact us at [admin@thefsi.org](mailto:admin@thefsi.org). Please bear in mind this may affect your membership status and/or our ability to deliver services to your organisation. For more information about how we protect your privacy, please see our [privacy policy](http://www.thefsi.org/privacy-policy/).