**National Oracy Pioneers Programme: Terms & Conditions**

Payment

1. Programme places are limited to the named attendee. If this name changes, you must make it known to Voice 21 ahead of the programme start date. Places on the programme are generally not exchangeable but we will consider this on a case-by-case basis.
2. Full payment is required 30 days from receipt of invoice, or prior to the start of the programme, whichever comes first. If a purchase order is required please include this in the sign up form. If there is a failure of payment prior to the start day, your place on the programme cannot be guaranteed.
3. Payment can be made by BACS or by cheque.

Cancellations and refunds

1. In order to receive a refund, cancellation must be received in writing via email 2 weeks prior to the first day of the programme and must contain the full booking details including delegate name, school/organisation name and contact details. Your cancellation will be confirmed in writing to the fee payer along with a credit note that will include any outstanding fees due. Please note that a cancellation fee of £50 will apply to each place cancelled.
2. Cancellations made after the first day of the programme are non-refundable.
3. In order to ensure the quality of the programme, a minimum number of participants must be reached. In the case that this number is not reached, you will be issued a full refund, have the option to join a different cohort of the programme, or have a guaranteed place for a future National Oracy Pioneers Programme.
	1. Final confirmation and details of the programme will be provided on Wednesday 11th February 2020 and it is recommended that you do not book any transport prior to this date. Voice 21 accepts no responsibility for lost travel costs booked before this date.
4. Voice 21 also reserves the right to cancel or amend the date of their National Oracy Pioneers Programme due to unforeseen circumstances. In the unlikely event of a cancellation a full refund will be issued. In the unlikely event that a programme date changes and the participant can no longer attend, a full refund will be issued.

Participant Terms & Expectations

1. The programme participant must be a classroom based teacher from a state school within the UK. Voice 21 reserves the right to refuse places to those who do not meet this profile.
2. By registering for the programme, you are committing to attend all 3 days of the programme.
3. Participants are expected to return a Baseline and Endline survey to Voice 21 pre and post programme, as well as completing feedback following each of the delivery days.
4. In the event that a delegate is unable to attend a session due to illness or emergency, it is their responsibility to catch up with material covered. Absence from two or more sessions will result in a review of the delegate’s overall participation by Voice 21, and further attendance on the programme will be decided on a case-by-case basis. Substitutions are generally not accepted but will be considered on a case-by-case basis.
5. Voice 21 reserves the right to terminate a delegate’s participation due to lack of attendance, or any behaviour that is deemed damaging to the reputation and charitable aims of Voice 21, or to the learning environment of the programme.

Other terms

1. Voice 21 does not accept responsibility for attendees’ personal belongings or valuables, for example laptops or mobile phones, brought to events. These remain the responsibility of the individual attendees.
2. We endeavour to cater to all dietary and accessibility requirements and will endeavour to source an appropriate solution in all cases.