



NE Youth Membership Activities, Training and Event Terms and Conditions Booking Policy

Our membership programme of events covers a wide variety of training and activities for young people, staff and volunteers from our member organisations throughout the year. We do all we can to keep the cost of activities and training sessions on our membership programme to an absolute minimum, free where possible, in order to make them accessible to as many young people and organisations as possible. This means that when funding has been sourced in some cases, NE Youth subsidise the costs.

To allow a range of members to benefit, some activities will have a limit on the number of young people per organisation that can attend. You can request more places, but the extra places will be put on a reserve list and offered on a first come first served basis if and when places are available.

We want as many people to benefit from our activities, training and events as possible, and so we ask you to be considerate when booking places, and to let us know as soon as possible if you will not be able to attend so the places can be offered to people on the reserve list. If you do not attend a session, you will be charged full cost recovery, regardless of the initial subsidised member rate of the activity (please see cancellation policy below).

Booking

- Places will be allocated on a first come first served basis.
- A booking form must be completed for all NE Youth activities, training and events and signed to say you agree to the booking terms. These are available on our website or can be requested by email.
- Once we have received your completed booking form, we will send you an email with confirmation of your booking and issue you with an invoice (where applicable).
- The week before the event, you will be sent by email an event reminder, confirming course details, venue, times etc and other information where applicable.
- For certified training courses, certificates will be sent by post to attendees as soon as possible, however this can take up to 4-6 weeks after the course date

Payment

- If there is a payment due for an event, we will send an invoice along with your confirmation email.
- Payment is required within 30 days of the date of invoice, to be made payable by BACS or cheque. Details of how to pay can be found on the invoice

PLEASE NOTE: Your booking will not be guaranteed and certificates may be withheld until payment has been received.



Cancellations

- If you need to make any amendments or cancel your booking, please let us know as soon as possible. Cancellations received 48 hours prior to the event will receive a full refund.
- Anyone booking a space on behalf of another individual should make the attendee aware of the Cancellation Policy in place
- If for any reason NE Youth are required to postpone or cancel an activity, training or event at short notice, attendees will be notified by the contact details provided on the booking form and offered alternative dates. A full refund can also be requested for any monies paid.

PLEASE NOTE: If you fail to cancel within 48 hours, there will be a full cost recovery charge of £25 per person, regardless of the initial cost of the activity.