



## Sound Connections Booking Conditions

These Booking Conditions and the terms therein, are correct as from August 2009. Sound Connections reserves the right to amend the Conditions at any point and by notifying affected parties of any such amendment.

### 1. Booking methods

Training and networking event places can be booked by downloading the appropriate booking form from the MusicLeader website or booking online via a dedicated page. Where possible, booking forms should be returned to us by email. If you do not have access to the internet you can request a hard copy of booking forms by calling a member of our team on 020 7729 7220. When we receive your completed booking form we'll send you an invoice for the course fee, for which payment will be due within seven days. Please note that bookings are only confirmed once the course fee has been received along with a completed booking form. In the event that further bookings are made for which payment has been received, they will take priority over provisional bookings that remain unpaid. Full details of the course venue and times will be sent upon confirmation of a course booking. The fee quoted in promotional materials is per course place. Sound Connections is not currently VAT registered so no VAT is payable.

### 2. First Come, First Served

Places will be allocated on a first come, first served basis – subject to receipt of the course fee. In the case of over subscription to a course, a waiting list will operate and when possible and appropriate an additional session may take place.

### 3. Representatives from the same organisation

No more than three representatives from the same organisation may attend the same training or networking event. Additional representatives will be added on to any waiting list. In the event that a representative is unable to attend, an organisation is permitted to send a replacement representative (providing they meet any course eligibility requirements). We will consider exceptions on a case by case basis.

### 4. Booking Terms

a) Your contract is with the registered charity and company limited by guarantee trading as 'Sound Connections'. The booking is made by the client named on the pro-forma invoice under 'client details'. If you require the invoice for payment to be sent to another person within your organisation, please provide a contact name, email address and phone number.

b) Payment is required before the start of a course to reserve your place. Due to the popularity and bespoke nature of our courses we have to reserve places on a first come first served basis or offer specific training courses according to training needs. If payment is not received prior to the start of the course this could result in your place being allocated to another customer.

c) If you wish to cancel your place on a course you must notify Sound Connections in writing (you can do this by email to [bookings@sound-connections.org.uk](mailto:bookings@sound-connections.org.uk)). Only when



written notification is received does cancellation become effective. Failure to attend a course will be considered a cancellation. As such no refund of course fee will be made. If you cancel your place on a fee-paying course within four working weeks, 50% of the fee paid will be returned. Cancellations received within two working weeks will incur the full fee paid.

Even if there is no fee for the course, please tell us if you are unable to attend as this may allow someone else to attend in your place.

d) Sound Connections reserves the right, if necessary to make alterations to a previously confirmed training course for reasons including but not limited to illness, adverse weather conditions or insufficient demand for the training course. In such cases Sound Connections reserve the right to make the necessary changes and the client will be informed as soon as possible. Where feasible, Sound Connections will offer alternative dates for the training to take place. Sound Connections will have no other liability for changes to your training course other than those set out in this condition, and no other claim for compensation or expenses will be considered.

e) Sound Connections reserve the right to remove any delegate as a result of disruptive or inappropriate behaviour, such decision being at the sole discretion of the course leader. In such circumstance Sound Connections will not offer any alternative dates or refunds of monies already paid.

f) Sound Connections shall under no circumstances be liable for any loss of profit incurred by attending an event. All payment transactions between Sound Connections and the client are confidential and should not be disclosed to outside parties.

g) If the activity, or sessions within it, are cancelled by Sound Connections then we will first and foremost seek to re-programme the session with you. If this is not possible, we will return any booking deposit or fee paid.

#### Data Protection Statement

Sound Connections is registered under the Data Protection Act (Registration No Z8419716) and respects individuals' rights to privacy and will keep safe any personal details that are given us in line with the UK Legislation of Data Protection. We will only ask you to give us personal details for as long as you are registered as a member of MusicLeader London. Please be assured that we do not sell information about individuals to any third parties. Information will only be shared for internal monitoring and evaluation of services and for the purposes of accountability to funding bodies.



Revised April 2011

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Registered Charity No 1095947