

## TERMS AND CONDITIONS

These are the terms and conditions on which The Northern Ireland Boys' Brigade (BBNI) supplies training courses, events, competitions (together referred to as 'events' in this document) and resources (including badges, certificates, DofE welcome packs). By booking an event or ordering resources, you agree to be bound by these terms and conditions.

### ● Event Bookings

Bookings may be made by registration/booking form and paid for at the time of booking. Booking is not confirmed until receipt of payment, any supporting documents required and subject to availability of places.

### ● Ordering Resources

Resources advertised on our website or social media channels can be ordered via the relevant order form and paid for at the time of ordering. Orders are not confirmed until receipt of payment and subject to availability.

### ● Ordering DofE Welcome Packs/Participation Places

Packs are ordered and paid for through The Northern Ireland Boys' Brigade (BBNI) order form. Places are issued to the Company electronically via eDofE. Welcome Packs are issued directly to young people. Once a place has been allocated to a young person DofE cannot refund or re-allocate the place.

### ● Pricing

Fees and prices are given on the relevant booking/order form. Prices include VAT where applicable.

### ● Payment Methods

Payment is due at the point of booking/ordering using the integrated payment system linked to the booking/order form. This is our preferred method of payment, however, alternative payment arrangements can be made by contacting the office.

### ● Availability

Most of our events have a limited number of places. Places are allocated on a first come, first served basis.

## ● Course Transfers

Should circumstances mean that you need to transfer to another The Northern Ireland Boys' Brigade (BBNI) course, charges may apply, dependent on notice given, as per refund policy (see point 10).

## ● Cancellations

Should circumstances mean that you have to cancel your booking and you are unable to transfer to another date at the time of cancellation, charges will apply, dependent on notice given, as per refund policy (see point 10).

## ● Non-attendance

If you do not attend an event, and you have not previously informed us, a refund will not be issued.

## ● Refund Policy

In the event of withdrawal from a course, the following policy applies:

<b>More than 14 days</b> before the course start date	Free cancellation or free transfer
<b>8-14 days</b> before the course start date	No refund or £10 to transfer to another date
<b>7 day or less</b> before the course start date	No refund or transfer

If payment was made by card, any refund due will be issued back to the same card. For all other payment methods used, refunds will be made by bank transfer.

## ● Funded Courses and Events

We are thankful to funders who support the work of The Northern Ireland Boys' Brigade (BBNI) who at times provide funding to subsidise or fully fund our courses and events. This supports leaders and BB companies. In the event of withdrawal from a funded course or event please ensure you give 14 days notice. If less than 14 days this may incur a charge to the company or impact their opportunity to avail of future funded courses and events.

## ● Late Arrivals/missed sessions

To fulfil the course requirements, attendance at full courses is compulsory. If you arrive late for a course or are absent from any session, we reserve the right to refuse to accept you for training if we feel you will gain insufficient knowledge or skill in the time remaining. In all such cases, the full course fee remains payable.

## ● Cancellation of events by BBNI

We reserve the right to reschedule or cancel events. Reasons for this may be, but not restricted to, low enrolment numbers, public health concerns, weather warnings and leader availability. In such circumstances you will be given as much notice as possible and either a free transfer to another event date or a full refund of fees paid.

- **Delivery**

Goods will normally be dispatched within five working days of receipt of your order. Please allow up to a further three days for delivery. At peak times of the year, such as Display season, delivery may take a little longer. For Training Courses/Events participants will receive confirmation and or joining instructions we will aim to issue these 7 days prior to the event taking place.

- **Specific Needs**

The Northern Ireland Boys' Brigade (BBNI) aims to ensure that its events are accessible to all. If event participants have any specific needs, we would welcome notification, in advance, of any assistance that a participant is likely to need during an event.

- **Data Protection**

The Boys' Brigade Data Protection Policy may be viewed on our website.