

WILDTEAM TRAINING WORKSHOP TERMS AND CONDITIONS v2

These terms and conditions were last updated August 2019

By booking a place on a WildTeam training workshop, either class-based or online, you are accepting the following terms and conditions:

Payments and discounts:

- Payment for the training workshop must be paid in full before the training workshop begins.
- Discount vouchers cannot be used in conjunction with any other offer and only one offer can be used per participant.
- All participants of a training workshop run either solely by WildTeam or the Conservation Career residential in collaboration with Conservation Careers will be offered one 20% discount to attend a future WildTeam training workshop. The participant can either use this discount themselves, to increase their skillset even further, or pass it on to a friend to increase the number of people benefiting from WildTeam training. The discount can only be used on workshops run solely by WildTeam (i.e. not workshops run in partnership with another organisation, e.g. the Career Starter residential) and will be valid for one year from the completion date of the training workshop attended.

Cancellation, refunds and transfers:

- **If you cancel more than 30 days before the training workshop** WildTeam will refund 80% of the cost and retain the remaining 20% as an administration fee. Extenuating circumstances, however, will be considered and refunds or part-refunds will be given at the discretion of WildTeam.
- **If you cancel on or less than 30 days before the training workshop** no refund will be given. Extenuating circumstances, however, will be considered and refunds or part-refunds will be given at the discretion of WildTeam.
- **Transferring your place to someone else** before the training workshop begins is possible if there is someone you know who wants to take your place. This may be subject to an administration fee. Please email hello@wildteam.org.uk if you wish to do this.
- **Transferring your place to a different training workshop** may be possible. This depends on several factors, such as the availability on the other workshops. Transferring may be subject to an administration fee, however, extenuating circumstances will be considered.
- **If WildTeam have to cancel a training workshop** we will make every effort to provide a full refund within 14 days. Cancelling a training workshop is an unlikely event and WildTeam will make every effort to avoid this happening.
- **If WildTeam have to postpone a training workshop** we will make every effort to let participants know as soon as possible. Postponing a training workshop is an unlikely event and WildTeam will make every effort to avoid this happening. In this scenario you will be given the option of a full refund or a free transfer to a different training workshop.
- **If WildTeam have to make changes to a training workshop**, such as the timings of the live sessions for online training workshops, we will make every effort to let you know

as soon as possible. In this scenario you will be given the option of a full refund or a free transfer to a different training workshop.

If travelling to attend a training workshop, please take into consideration the date and cancellation policy of your journey. If in the instance that a training workshop is cancelled due to low attendance, we will endeavour to inform you 30 days before, to ensure that you have time to make the necessary arrangements. WildTeam will not be liable for any associated costs, such as transport or accommodation. Unfortunately, WildTeam UK cannot financially support participants with travel or accommodation costs.

Promotional materials and social media: During our training workshops we will be recording video and taking photos to use on our social media sites and our website. If you would prefer not to be in these photos and videos please let us know either via email (hello@wildteam.org.uk) or in person. We will also share a registration form at the beginning of every class-based training workshop where you can express your preferences for this matter.

What we ask of you: We ask that you behave in any way which is respectful of other participants and of the training workshop venue. If you behave in a way, which in our opinion is likely to cause any harm or nuisance to any others at the training workshop, you may be required to leave the training workshop. In this circumstance we shall not be liable to refund you. For class-based training workshop you must comply with the health and safety policy of the venue.

Special requirements: It is your responsibility to let us know of any special requirements (e.g. medical or dietary requirements) you have. We will make every effort to accommodate these requirements. Please let us know any special requirements two weeks before the training workshop begins by emailing hello@wildteam.org.uk or by filling them out on the training workshop registration form.

Skills map: We would like everyone who passes a WildTeam skills assessment to appear on our skills assessment map, found [here](#), which is shown on our website. The information we would like to include on the map is the assessment passed, your name, and where you are based (as filled in on the exam). This information will automatically be added to this map upon passing an assessment, however, if you would rather not be added please email hello@wildteam.org.uk. With your permission, we can add other details to the map including a photo, a quote, and/or contact details if you would like, we shall be in touch via email about this.

Data protection: Please see our privacy notice which explains in more detail how we collect, manage, use and protect any information that you give to us. There is a link to this on the home page of our website.

Jurisdiction: Any disputes arising from these terms and conditions shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English Courts.

If you have any questions or concerns, please email hello@wildteam.org.uk.