

Booking Terms & Conditions and Cancellation Policy

BSL version available via the link here <https://youtu.be/gLuYEZxtb0U>

1. Booking

If you want to come to a *Signs of God* workshop, go to www.signsofgod.org.uk and click on the link to the event on our Events page. After you book, and *Signs of God* accepts your booking, we will send you a message to confirm your booking. *Signs of God* decides who can come to our workshops. If *Signs of God* cannot accept your booking, we will send your money back to you.

2. *Signs of God* sometimes has to:

- a. Change a workshop – the place, the time, the programme or the tutors.
- b. Postpone or cancel a workshop.
- c. If *Signs of God* think you will be a risk, nuisance or annoyance to other people at a workshop, *Signs of God* can refuse your booking, or ask you to leave the workshop.

3. Your responsibilities:

- a. To give *Signs of God* true and correct information on the booking form.
- b. To tell us on your booking if you need a special diet or have access needs. *Signs of God* will try and arrange what you need.
- c. The building where a workshop is held might have its own rules about what we can do or where we can go, please obey the rules.
- d. When you come to a workshop, you must not record any part of the workshop. (This means audio or visual, data or information, taking photographs or video recordings). If you want to record/ take photographs, please ask the leader if it is possible.
- e. You use the building at your own risk. *Signs of God* is not responsible if you lose or damage your equipment or property because of fire, or someone steals it, or there is an accident etc.

4. Cancellation

If you book to come to *Signs of God* workshop or course, but then you need to cancel your booking, contact *Signs of God* as soon as possible to tell us. You can send an email in English or send a BSL video to the email address below.

1. If you book for a one-day workshop, then need to cancel, email workshops@signsofgod.org.uk or info@signsofgod.org.uk.

- a. If you let us know 14 days before the event, we will pay back the money you have paid (see point d).
- b. If you let us know 13 days or fewer before the event, we will not pay you back the money you have paid.
- c. But if you cancel because you are ill and have proof from a doctor, we will pay your money back.
- d. We may keep a small amount of money for things we have already paid for (admin charge).

2. If you book a place at Summer School and then need to cancel your booking, email summerschool@signsofgod.org.uk as soon as possible.

- a. We can't pay your first or second deposit back.
- b. If you let us know by 6 weeks before the start of Summer School that you want to cancel your place, we will refund anything you have paid over the amount of the first and second deposits.
- c. If you let us know later than 6 weeks before the start of Summer School that you want to cancel your place, we cannot pay you your money back.

5. If *Signs of God* changes a workshop

- a. If *Signs of God* postpones a workshop to a new date, we will move your booking to that date. If you can't come on the new date, we will pay you all your money back.
- b. If *Signs of God* cancels a course, we will pay you all your money back.
- c. With any *Signs of God* course, if you book but then don't come, we will not pay your money back.
- d. If *Signs of God* changes, postpones, or cancels a course/workshop, and you have paid for other things for example train tickets, *Signs of God* is not responsible for paying you back for those other things.
- e. If *Signs of God* changes the speakers, trainers or topics for a course, we will let you know as soon as possible.

6. You may want to take out suitable travel insurance to cover residential events booked with *Signs of God*.
7. Privacy statement
 - a. *Signs of God* always wants to protect your privacy and your personal information – online and on paper.
 - b. If you come to a *Signs of God* course, *Signs of God* may film, record and/or photograph the workshop. If you **do not want** *Signs of God* to film you, tell the leader before the course starts.
 - c. If you book onto a workshop or training event, it means you agree that *Signs of God* can collect, use and pass on your personal information (including bank and/or card information) to organise the workshop. *Signs of God* may write a delegate list and take photographs. *Signs of God* will only use bank details so you pay for the workshop.
 - d. *Signs of God* has a Privacy Policy (available online), it explains how *Signs of God* will collect, use and disclose personal information.