

# BOOKING TERMS & CONDITIONS

## 1. Booking criteria

This event/course is fully funded for Voluntary, Community and Social Enterprise (VCSE) groups & organisations delivering services in Gloucestershire. We therefore prioritise bookings from groups & organisations that meet these criteria.

## 2. Bookings from organisations that do not meet these criteria

If you are from an organisation that doesn't fit within our priority criteria, please add yourself to our waitlist. If we have spaces available (or a space becomes available for courses where we have activated a formal waitlist – see below), we will contact you prior to the event/course to let you know. You can add yourself to our waitlist by completing the following form: [Course Waitlist Application](#).

We aim to give waitlist applicants as much notice as possible, but suggest that you keep the date free until you hear from us. This is because we leave some of our events/courses open until as late as possible, so that we can accept bookings as close to the event/course date.

## 3. Waitlist applicants (for oversubscribed courses)

Often, our courses and events are oversubscribed. If bookings reach capacity, we will activate our waitlist. You can add yourself to our waitlist by completing the following form: [Course Waitlist Application](#). If a space becomes available, you will receive an email from our Eventbrite account or [bookings@glosvcsalliance.org.uk](mailto:bookings@glosvcsalliance.org.uk).

Priority will be given to organisations from VCSE groups & organisations delivering services in Gloucestershire when allocating waitlist spaces. This is done on a first-come, first-served basis.

We aim to give waitlist applicants as much notice as possible, but suggest that you keep the date free until you hear from us. This is because we leave some of our events/courses open until as late as possible, so that we can accept bookings as close to the event/course date.

## 4. Maximum bookings per organisation

To enable as many groups & organisations as possible to access our events/courses, we limit bookings to **two per organisation**. If you would like to book more than two spaces, please email [bookings@glosvcsalliance.org.uk](mailto:bookings@glosvcsalliance.org.uk) and we will accommodate individual needs where possible.

## 5. Incomplete bookings

Please complete all booking information requested via our online bookings system. We cannot process incomplete bookings, and your place will unfortunately be cancelled without further communication if this happens. Our team needs all the information requested on the booking form to process your booking and would greatly appreciate your support with this.

If you have any enquiries about these terms & conditions, please email us and our team will get back to you: [bookings@glosvcsalliance.org.uk](mailto:bookings@glosvcsalliance.org.uk).

v1, Sept 24