

Coventry Early Years and Childcare Training and Briefings



Booking Terms and Conditions for courses and briefings

The following information constitutes the terms and conditions you agree to comply with in relation to bookings made within the Coventry Early Years and Childcare Training Programme.

Bookings

- All bookings must be made online. Please use the following link:
<https://CoventryCityCouncilEarlyYears.eventbrite.com>
- Confirmation of acceptance on your chosen course(s), briefing or event will be generated once you have completed the booking process and made payment.
- If you have booked a free course, briefing or event, you will receive confirmation that a place has been booked.

Finding your tickets

When you order tickets on Eventbrite, an account is created using the email address you enter during checkout. To access your tickets, log onto the Eventbrite app or website, using the email address on your order. Then, go to **Tickets**.

Payment

- For chargeable courses, events or briefings, payment will need to be made at the time of booking.
- When you have paid for a chargeable course, event or briefing you will then have the option to save your payment details for future bookings.
- Booking fees are applicable for all 'paid for' courses and are set by and payable directly to Eventbrite.
- Booking fees for 'paid for' courses, events or briefings are not included in the published course costs within the Coventry Early Years Training Programme as these may be subject to change by Eventbrite.

How to amend your booking

If you wish to change the name of the person attending a course, please e-mail: eytraining@coventry.gov.uk Confirmation of changes will be confirmed by e-mail.

Course / event / briefing reminders

Automated reminders from the Eventbrite booking system will be sent to the email address submitted at the time of booking.

Virtual (online) course / briefing / event joining links.

Where sessions are to be delivered virtually, the online joining link/s will be included within the Eventbrite confirmation details.

It is the responsibility of the booked delegate, or the person who has booked on their behalf, to check they have received the virtual joining link **before** the date/time of the session. Please ensure you check junk / spam email boxes. If you have not received a joining link please contact us on the details below. However, it is important to note that we may be unable to assist you if you leave this until shortly before the start of the session, particularly sessions that are scheduled to take place in the evening or at weekends.

Virtual connectivity

Please be mindful that if members of your household are streaming or using an X box or similar devices, this may affect your connectivity to the virtual session.

Cancellation information

We reserve the right to cancel or postpone any course, session or event due to unforeseen operational difficulties, inclement weather conditions, venue issues, insufficient delegate numbers or issues affecting the trainer such as sickness. We will inform you as soon as possible using the contact details provided on the booking form. An alternative date will be offered where possible; otherwise, a refund will be issued back to the original cardholder.

Cancellation charges in relation to *'Paid For'* courses /events /briefings.

Cancellation fees will be charged to all people or agencies in the event of a delegate not attending or not identifying a substitute delegate to attend on the course date booked. Cancellations must be made within the notice period. Notification of cancellation must always be made in writing to eytraining@coventry.gov.uk

IMPORTANT INFORMATION: PAEDIATRIC FIRST AID COURSES (PFA)

Due to recent updates from the Health & Safety Executive and changes implemented by the awarding bodies for PFA courses, bookings for the face-to-face session will close two weeks prior to the course date. In strict compliance with awarding body regulations, delegates who have not completed the online module by this two-week deadline will not be permitted to attend the face-to-face session and will not receive certification. Completion of the online module within this timeframe is mandatory and non-negotiable.

Cancellation and refund policy for: Paediatric First Aid (PFA) courses only

The following cancellation terms apply to all PFA courses:

If a delegate chooses to cancel their place, the following refund terms will apply:

- Cancellations **more than 14 days before the face-to-face date** will be eligible for a 50% refund, provided the cancellation is received **before the course booking closure date**, which is 5pm on the 14th day prior to the session.
- **No refunds will be issued** for cancellations received **after** the course booking closure date, which is 5pm on the 14th day prior to the face-to-face session.
- Cancellations more than 14 days before the face-to-face course date

Delegates wishing to cancel a PFA course may nominate a **substitute delegate**, **however, this request must be made to the early years training team no later than the 14th day prior to the date of the face-to-face course. Providers, including schools, should note that** the nomination of a substitute delegate may be subject to an additional license charge. This will be a payment of half the course fee if the cancelled delegate has accessed their online module.

Notification of cancellation, or the request to nominate a substitute delegate for PFA courses must always be made in writing to eytraining@coventry.gov.uk Verbal notifications and or notifications made via the Eventbrite system will not be accepted, and delegates will continue to remain liable for any charge issued in line with these terms and conditions.

Cancellation and refund policy for: all other *'Paid For'* sessions (non-Paediatric First Aid)

If a delegate wishes to cancel their place on a course, the following refund terms apply:

- For cancellations received more than 7 calendar days before the course date, a 50% refund will be issued, provided the cancellation is communicated to us in writing
- For cancellations received less than 7 calendar days before the course date, no refund will be issued, unless the provider has nominated a substitute delegate to attend.

Notification of cancellation, or the request to nominate a substitute delegate for 'paid for courses' must always be made in writing to eytraining@coventry.gov.uk Verbal notifications and or notifications made via the Eventbrite system will not be accepted, and delegates will continue to remain liable for any charge issued in line with these terms and conditions.

Free course, briefings and events.

Sessions provided free of charge are strictly for access by Coventry schools and childcare providers only. These Providers are defined as those who are registered and operating at an address which is within the Coventry border.

Cancellations in relation to a free course / briefing / event

No charge will be made for a free course/briefing/event **except where.**

- A delegate fails to attend, without providing prior written notice, within the designated cancellation window.
- Cancels after the cancellation deadline for the course / briefing / event.

A provider may nominate a substitute delegate to attend, where the booked delegate cannot. However, it is the responsibility of the booked delegate / organisation to

- Inform the Early Years Training team in writing, at least 24 hours prior to the start of the session, **or by** the date detailed in the individual event terms and conditions description.

Where we have not received written notification within the designated cancellation timescale, a **minimum charge** of £10 per delegate will be issued. Failure to pay the no-show fee will result in the setting / school / provider or anyone employed by them, being unable to access any free training or briefings.

Notification of cancellation must always be made in writing to eytraining@coventry.gov.uk

Verbal notifications and or notifications made via the Eventbrite system will not be accepted and delegates will continue to remain liable for any charge issued in line with these terms and conditions.

Amendments to course bookings

The Early Years Service endeavour to provide a varied and high-quality training programme to support providers, practitioners, and schools to meet statutory requirements and provide high quality provision. Requests to amend delegate course bookings at short notice, potentially impact on the long-term financial viability of our training offer.

Where a delegate is booked to attend a course, but makes a request to change to an alternative date, for example, in relation to DSL or Paediatric First Aid, the following policy will apply:

- Where a delegate/provider requests that the place is carried forward to an alternative date, **more** than 7 days before the original course starts date, we will endeavour to move the course booking to the next available date. However, delegates should note that this will be subject to availability and cannot be guaranteed.
- Where a delegate/provider requests that the place is carried forward to an alternative date, **less** than 7 days before the original course start date, our cancellation policy will apply, and full payment will be due. However, if the provider nominates a substitute delegate member to attend in place of the original delegate, no charge will be made.

Amendments to course booking for Paediatric First Aid (PFA)

- Amendments to course bookings for PFA must be received by the Early Years Training team **no later than 14 calendar days** before the face-to-face course date. At this point the provider, school or setting may nominate a substitute delegate. However, this may be subject to an additional license charge which will be payable by the provider, school or setting.
- If a delegate wishes to amend a PFA course booking with **less than 14 calendar days remaining, before the course starts date**, they will be subject to the cancellation policy within these terms and conditions. The provider, setting or school will not be able to nominate a substitute delegate at this point, and no refund will be issued.

Attendance

Course participants will be asked to sign in at the start of each session of the course, providing a delegate name.

- For venue-based sessions this will need to be completed via a paper sign in register or the trainer/s taking a register and confirming your attendance
- For virtual sessions this will be completed via the 'chat box' function
- Please ensure you enter your full name and the name of your setting or school.
- If you are a childminder, please indicate that you are a childminder next to your name in the chat box.
- If you are unable to access the chat function, you must inform the trainer verbally.

Any delegate who does not formally sign in will not receive their certificate and may be issued with a non-attendance charge.

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Paediatric First Aid practical sessions require delegates to confirm their attendance with the trainer/s, to confirm attendance for certification purposes.

For virtual online courses/briefings/events, candidates must be able to view the trainer's presentation slides on the device they are using to access the session. Additionally, to assist with discussions and activities during the session we ask cameras are switched on and your microphone needs to be working.

Where a course is offered over multiple sessions, certification will not be provided to any delegate who has not attended all sessions in the series. Where a delegate fails to attend a session that is part of the same course, for example: DSL which is a 2-part course, the delegate will be required to book, pay and attend the course again to receive certification.

Conduct

There is an expectation that delegates will fully and professionally engage with trainers during all sessions.

Attendees must follow Coventry City Council Communications Protocol

<https://www.coventry.gov.uk/cpcommsprotocol>

Certificate of attendance and post course materials

- Participants are expected to attend the full duration of each session.
- Certificates and post-course materials, where applicable will only be issued after full attendance has been verified.
- Certificates and post-course materials, where applicable will be sent via email to the email address submitted at time of booking.
- Paediatric First Aid Certificates will be sent directly from the Paediatric First Aid training organisation. The email address used by our current provider **no-reply@certifier.io** so please ensure this email address is saved in your safe senders list
- In line with Coventry City Council's aspiration to become a paperless organisation, all certificates will now be sent via e-mail. We will use the e-mail address submitted on your course booking form.

Replacement certificates

Where a delegate loses or damages their course certificate a replacement can be issued. A charge of £22.00 will be required for this service. For a replacement certificate please contact eytraining@coventry.gov.uk stating the delegates full name, course title and date of course.

Data Protection/ General Data Protection Regulation (GDPR)

Under Data Protection and UK GDPR laws we are required to tell you about the information we hold onto you. Coventry City Council will use your personal information to provide services in relation to your request to access training and development opportunities commissioned by us, with both internal and external training providers. We will share your information with training providers to ensure you are able to access the session/s you have requested. In addition, we may also share your information with other internal Council departments to process financial transactions in relation to training bookings.

More details about how we use information about you can be found in our full Privacy Notice: <https://www.coventry.gov.uk/eyprivacynotice>

How to contact the Early Years Training Team

By email:

eytraining@coventry.gov.uk

Telephone: 024 7697 5451

Office hours: Monday to Thursday: 8:30am – 5:00pm

Friday 8:30am – 4:30pm

Terms and Conditions reviewed October 2025

