



Quaker Social Action, 17 Old Ford Road, Bethnal Green, London, E2 9PJ

### Pricing bands

Our pricing structure is based on your organisation's ability to pay. We aim to keep our pricing fair across all price bands.

### Prices shown are for half day / full day / two-day training:

1. Non-profit organisations with **annual income under £500,000** - £75 / £120 / £195
2. Non-profit organisations with **annual income of £500,000 or above** - £120 / £180 / £295
3. Non-profit organisations with **annual income above £5 million** - £170 / £270 / £450
4. Local/public authority or commercial business - £170 / £270 / £450

### Payment

Payment must be received in full no later than 7 days prior to the start of the course. We reserve the right to reallocate the course place to another delegate if fees are not paid in time.

### Discount Codes

Please ensure that any discount codes are applied to your purchase before finalising your payment. These codes cannot be added to your purchase at a later date.

### Confirmation of your booking

Our terms and conditions will apply at the time your booking request is received and you are liable for payment of the fees.

If you book your training course online you will receive an email acknowledging your booking request and payment. Please check the details of the booking are correct and if you would like to make any amendments to your booking please contact us on 0208 983 5030 or [events@qsa.org.uk](mailto:events@qsa.org.uk).

In the unlikely event that the training has been over-booked, we will contact you to either change to a different date or arrange a refund to the payment card.

If you do not receive a confirmation email please check your junk mailbox first, before contacting us to confirm the status of your order.

When we have processed your booking we will send you an invoice or receipt, and a delegate confirmation by email. This usually takes up to 24 hours.

### Substituting your place for another colleague/person

At any stage after the booking is made, if you wish to transfer a place on a course to another delegate please email your request to [events@qsa.org.uk](mailto:events@qsa.org.uk) and we will send an acknowledgement once processed.



[www.quakersocialaction.org.uk](http://www.quakersocialaction.org.uk)

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## Transferring courses

Please email your request to [events@qsa.org.uk](mailto:events@qsa.org.uk) and we will contact you to confirm your transfer. Bookings can be transferred once.

## Cancelling courses

If you are not able to attend your course or you wish to cancel and you do not wish to transfer an alternative date in the future, the following charges will apply:

21+ working days prior to the event – 20%

1-20 working days prior to the event – 100%

Non-attendance on the day – 100%

Please email your full booking details to [events@qsa.org.uk](mailto:events@qsa.org.uk) and we will contact you to confirm the cancellation.

## Payment and fee bands

We operate a fee band system so that our training is accessible to smaller voluntary groups and charities. When booking you will be asked to confirm which fee band your organisation falls under.

### The fee bands are as follows:

1. Non-profit organisations with annual income up to £500,000;
2. Non-profit organisations with annual income of £500,000 and above;
3. Non-profit organisations with annual income above £5 million;
4. Local / public authorities and commercial organisations.

## Use of resources and intellectual property

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- making an adaptation of our work;
- putting it on the internet.

If you have any questions about the use of our resources please ask the trainer or contact [info@qsa.org.uk](mailto:info@qsa.org.uk)

