



Oracy Pioneers Programme: Cancellation and Payment Terms and Conditions

Payment and pricing

1. Purchase of one place on the programme per participant.
2. Programme places are limited to the named attendee. If this name changes, the purchaser must make it known to Voice 21 ahead of the programme start date. Places on the programme are generally not exchangeable during the programme but we will consider this on a case-by-case basis.
3. Full payment is required 30 days from receipt of invoice, or prior to the start of the programme, whichever comes first. If there is a failure of payment prior to the start day, your place on the programme is not guaranteed.
4. Payment can be taken by BACS or by cheque.

Cancellations and refunds

1. In order to receive a refund, cancellation must be received in writing via email prior to the first day of the programme and must contain the full booking details including delegate name, school/organisation name and contact details. Your cancellation will be confirmed in writing to the fee payer along with a credit note that will include any outstanding fees due.
 - a. Note that a cancellation fee of £50 will be apply to each place cancelled.
2. Cancellations made after the first day of the programme are non-refundable.
3. In order to ensure the quality of the programme, a minimum number of participants must be reached. In the case that this number is not reached, you will be issued a full refund or have the option to defer to another Oracy Pioneers Programme.
 - a. Depending on the venue, we may have a maximum number of places available. We will endeavour to cap registrations before this number is reached, but in the event of oversubscription to the programme, we will offer the option of a full refund or deferral to another Oracy Pioneers Programme.
4. Voice 21 also reserves the right to cancel or amend the date of their Oracy Pioneers Programme due to unforeseen circumstances. In the unlikely event of a cancellation a full refund will be issued.

Other terms



1. Voice 21 does not accept responsibility for attendees' personal belongings or valuables, for example laptops or mobile phones, brought to events. These remain the responsibility of the individual attendees.
2. We endeavour to cater to all dietary and accessibility requirements and will do our best to source an appropriate solution. In the event that we cannot source a suitable option, we will offer a full refund or deferral to another Oracy Pioneers Programme.