



Terms and Conditions for Attending Mulberry Bush Online Training and Events

System requirements for attendees

You can attend this webinar from anywhere using a compatible computer, tablet or smartphone connected to the internet. The session will be run using Zoom – please make sure that you have downloaded this app to your device before the session begins. A guide to getting started with Zoom can be found [here](#).

Before the session begins you will be sent an email containing the link that you will need to access the training along with any passwords should they be required. If this email hasn't reached you at least 2 hours before the event, please get in touch by emailing ksmith@mulberrybush.org.uk

Guidance on how to join a Zoom meeting/session can be found [here](#).

Please note, some organisations have additional security settings that may prevent you from accessing the webinar on a work device. Before the webinar starts, please check that your organisation permits access to Zoom. If they don't provide access, we encourage you to use a personal device, if possible, as we are unable to provide refunds when there are issues with participant's IT which prevent them from accessing an online session.

Refund Policy

If you are unable to attend the webinar for any reason the event/training fee will still apply. As a not-for-profit charity, The Mulberry Bush needs to ensure that we cover the running costs of delivering training, unfortunately this means we are unable to reimburse attendees if they are unable to participate in a webinar, event or training.

Copyright

Recording and /or distributing the webinar in any form is prohibited.

If you have any questions or concerns, please email ksmith@mulberrybush.org.uk

Confidentiality Clause

Some of the content of our training is highly confidential, for which we have gained specific consent for us to share. You are required to agree to our confidentiality clause before booking this session. Unfortunately, you will not be able to book onto this training if you have not agreed to this clause. Any break of this clause will lead to disciplinary measures.

- I confirm that I understand that the case material to be used during this training may be discussed for training purposes during the session/training only.
- I undertake not to discuss any of the material in any other setting.
- I agree not to record any part of the meeting via photograph/video/audio or any other means.

Please note that all sessions taking place online may be recorded, if you would prefer not to feature in the recording please let the course leader know at the beginning of the session.