

TERMS AND CONDITIONS FOR PARTICIPANTS AT MCTC EVENTS

These Terms and Conditions apply to all MCTC events and to all participants at such events. If you have any query or doubt as to their application or meaning then please contact the MCTC Director for clarification.

1. Application and Registration for MCTC Events

- 1.1. Attendance at any MCTC event is subject to completion of the appropriate application form.
- 1.2. Acceptance of applications is, in the first instance, subject to the availability of places at the particular MCTC event.
- 1.3. Notwithstanding 1.2 above, MCTC reserves the right to decline any application for a place at a MCTC event. Where an application is declined, the applicant will be notified in writing.
- 1.4. Where an application is declined because of an insufficiency of places the applicant may be placed on a reserve list.
- 1.5. All applicants to MCTC events must be at least 18 years of age at the time of application unless the event is specifically for or specifically includes younger people.
- 1.6. MCTC does not permit the promotion or advertisement of outside or personal interests, programmes, societies, seminars, associations, organisations, talks or speakers or the like at any MCTC event without the express permission of the Director.

2. Payment

- 2.1. Full payment for a MCTC event must be received at least 14 days before the event unless prior alternative arrangements have been agreed with the Director of MCTC.
- 2.2. Payment of the registration or application fee (or deposit, where one is required) shall be deemed to constitute an acceptance of these terms and conditions on the part of the participant.

3. Attendance at an MCTC Event

- 3.1. MCTC commits to providing a safe and secure environment for all participants at its events.
- 3.2. In order to ensure the existence of such an environment, it may occasionally be necessary to require a participant to leave a group or event either temporarily or permanently.
- 3.3. In such circumstances the continued presence of such a participant at the event is at the discretion of the person with clinical responsibility for that event.
- 3.4. MCTC shall not be liable for any refund of fees paid or costs incurred where a participant leaves an event before its conclusion either at the request of MCTC or for any other reason. Notwithstanding this the Trustees of MCTC may, at their discretion, refund all or part of any monies paid by a participant who is unable to take up their place or remain at an event.

4. Participant Cancellation Policy

- 4.1. Cancellations must be notified in writing to the Director of MCTC.
- 4.2. A participant who cancels their place on an MCTC event 14 or more days prior to the first day of the event will receive a refund of (the) any fees already paid less an administration charge of 10% of the full fee.
- 4.3. A participant who cancels their place less than 14 days prior to the start of any MCTC event or fails to attend an event at which they have a confirmed place shall be liable for the full event fee. (*Notwithstanding this, the Trustees of MCTC may, at their discretion, refund all or part of any monies paid to a participant who is unable to take up their place.*)
- 4.4. If a participant cancels their application to a MCTC event and does not receive a written acknowledgement of the cancellation within 5 working days, they should contact the Director of MCTC.
- 4.5. Participants may not transfer or reassign their place at a MCTC event to another person without the express permission of the Director of MCTC.

5. Liability

- 5.1. MCTC reserves the right to make changes to the content, timing, speakers or the venue for any event.
- 5.2. MCTC reserves the right to cancel any event as a result of insufficient interest, or other unavoidable or unforeseeable circumstances.
- 5.3. If an event is cancelled by MCTC, any monies paid to MCTC by way of deposits and fees will be refunded. This shall be the maximum extent of the liability of MCTC.
- 5.4. MCTC does not accept liability for any loss or damage sustained by any person attending a MCTC event.
- 5.5. MCTC recommends that participants hold appropriate travel insurance.

6. Information Held by MCTC

- 6.1. The information you provide is NOT shared with third parties except where it is necessary to notify particular event venues of accommodation, dietary or other special needs.
- 6.2. When a participant's application to a MCTC event is accepted, relevant details may be passed to 3rd parties involved in the event, both within and outside MCTC (e.g. venues, accommodation and catering providers) in order to facilitate the efficient administration of the event. This may include the participant's name, dietary requirements (if any) and any previous participation in MCTC events (if appropriate). If this provision causes you any particular concern then please contact the Director of MCTC to discuss the matter further.
- 6.3. MCTC may also use participants' contact details including email addresses to inform current participants of event updates or future events.
- 6.4. If a participant does not wish to have their email addresses included in the MCTC distribution list for future events, they should inform the Director of MCTC. NB Any such list would always be sent as a blind copy so that individuals' email addresses are not visible to any other party.

7. Copyright

- 7.1. Participants are not permitted to film or record in any way a presentation or speaker at a MCTC event without the express permission of the Director of MCTC.

8. Participants with Particular Requirements

- 8.1. Any participant who has indicated particular requirements, due to a disability or for any other reason, on their application form, may be contacted prior to the beginning of the event to discuss their residential and event specific requirements. Should a particular requirement arise after the date of application but before the commencement of the event then the applicant should notify the Director of MCTC as soon as reasonably practicable so that their requirements can be discussed.
- 8.2. MCTC will take all reasonable steps to accommodate and meet such requirements as notified to it under paragraph 8.1. However, in the event that MCTC is unable to meet such requirements, the participant will be notified as soon as practicable. Where this notification causes a participant to be unable to attend the event, all monies paid will be refunded.
- 8.3. In order to ensure that specific requirements can be met, participants at a MCTC event are required to notify the office of any special dietary requirements at least 14 days before the start of the event.

9. Complaints Procedure

- 9.1. Participants who feel they have grounds for complaint are referred to MCTC's own complaints procedures available from the Director of MCTC.

Definitions

MCTC	Mersey Counselling and Therapy Centre
MCTC Event	Any conference, seminar, training day, experiential workshop, presentation or the like organised by or with MCTC.
MCTC Residential Event	Any MCTC event which takes place over two or more consecutive days and where participants stay overnight in accommodation arranged by MCTC.
Participant	Any person who has applied to attend or is attending a MCTC event in any capacity.
The Director	Is the Director of the Mersey Counselling and Therapy Centre, who can be contacted through the MCTC Office.
The Office	The registered office of the Mersey Counselling and Therapy Centre is currently at: 2 Martin's Lane Wallasey CH441BA