

Terms & Conditions



SHARP Life & Learning Skills CIC Terms & Conditions

You can expect us to:

- As far as possible, to provide appropriate staffing, resources & materials for your session;
- Listen to and act upon your comments, suggestions or complaints;
- Provide a warm, friendly & safe social & learning environment;
- Assist and support you to help enable you to participate in the activities of choice;
- Devise an individual programme that reflects your needs and interests to follow within a supported group setting (if requested);
- Provide refreshments free of charge during your session unless stated otherwise in advance;
- Give every SHARP Life & Learning Skills member the opportunity to contribute ideas and suggestions towards the use of funding gained from fundraising activities.

We can expect you to:

- Make a commitment to attend regular weekly sessions for the duration of the course you have chosen (if there is an end date);
- Or - Give 2 weeks notice if you decide to leave an ongoing course;
- As soon as possible, give notice of sessions you are unable to attend:
 - Note: Pre-booked Holidays and Pre-arranged Health Appointments (Doctors, Hospital, Dentist, etc) carry no cancellation fee, however, absence for any other reason is still chargeable at session cost
- Respect others' beliefs, opinions and needs;
- Be patient when member of staff is attending to the needs of others;
- Behave in an appropriate manner that does not cause offense or harm to others;
- Speak to your activity co-ordinator if you have any issues or concerns regarding yourself or others that affect your course.

Signed: _____

(Learner or authorised person)

Date: _____

Signed: _____

(SHARP Life & Learning Skills CIC)

Date: _____