

## CMA Training Booking Guide

If you wish to host a CMA training day at your venue, please complete this form and return it to: [training@communitymoneyadvice.com](mailto:training@communitymoneyadvice.com)

Once we have received this booking form, we will contact you to confirm one (or more) of the dates you have requested or to discuss, if we need more information.

Please complete all the sections on the form so we know what will be available on the day.

CMA training days have a maximum of 20 delegates face to face. Please complete the relevant section on the booking form as to the maximum comfortable seating capacity in your training room, with chairs and tables in a horseshoe shape, taking into account any relevant Covid protocols.

If you find that you need to use a venue that requires a charge and you wish CMA to contribute, then this must be discussed with us as soon as possible and in any event, before the training day.

CMA would be grateful if you could arrange for refreshments to be provided on arrival and for a mid-morning and mid-afternoon break. Lunch is usually provided by the delegates themselves, however if there is some alternative arrangement being planned, please indicate on the form.

The training itself will usually run from 10.00am until 4.00pm with prior access to the training room required, for set up and equipment checking before the training starts. If the location of the training room within the building is not immediately apparent, please ensure that people are around to give directions or that signage is provided.

If problems are encountered at any time during the booking process leading up to the event, please contact us at: [training@communitymoneyadvice.com](mailto:training@communitymoneyadvice.com). If there are any issues that need to be discussed regarding the actual training day, please contact the trainer whose details you will receive.

Thank you for booking this event and CMA trusts that you and your delegates will have an enjoyable and fulfilling training event.

## CMA Training Cancellation/Refund Policy

If the venue/church/booking group cancels a course or a booking, the date will be re-arranged and delegates invited to attend the re-arranged course date. If a delegate is unable to attend the re-arranged date or any alternative dates, then a credit will be held or refund offered.

If an individual delegate is unable to attend a booked course for personal reasons, the normal course of action would be for CMA to hold that booking and payment as a credit against attending a future training day. A refund will only be considered if requested by the delegate because they are unable or unwilling to attend a future course. Each case will be decided on its own merits.

If CMA is required to cancel a training day, a re-arranged date will be agreed and booked delegates will be invited to attend. If they are unable to do so, then a refund will be offered unconditionally or a credit held.

If a delegate does not turn up on a training day and no prior notice is received by CMA, the course fee will be forfeited and any future attendance will need to be re-booked at the appropriate cost.

Hard copy materials supplied will need to be returned to CMA before any refunds are made. Any unreturned training handbooks (or damaged returns) will be charged at £10 each, which will be deducted from any refunds made. If CMA has been required to cancel the training day, we will pay the return postage costs for any hard copy supplied training materials.

Any questions regarding this policy and requests for credits and refunds should be sent to:  
[training@communitymoneyadvice.com](mailto:training@communitymoneyadvice.com)