UK Evaluation Society

Training Terms and Conditions

These terms and conditions apply to all training offered by the UK Evaluation Society (UKES), whether delivered in person, via live online sessions, or as self-directed online courses. Please read them carefully before registering. Where terms differ by course type, this is indicated below.

1. UKES Cancellation of Events

- UKES reserves the right to postpone or cancel events if minimum registration numbers are not met, or in other exceptional circumstances.
- In the event of cancellation by UKES, all registrants will be notified promptly. A full refund of fees paid will be provided on request. UKES is not liable for any other costs incurred by delegates as a result of cancellation (such as travel or accommodation).
- Please see separate terms and conditions for our annual conference.

2. Cancellation by You — In-Person and Live Online Courses

- Cancellation requests must be submitted by email to hello@evaluation.org.uk at least 14 days before the training session. A cancellation fee of £20 will apply to all cancellations made before the 14-day window.
- No refunds will be provided for cancellations received within 14 days of the session date, or for non-attendance (no-shows).
- Where non-attendance is due to illness or other extenuating circumstances, UKES will consider refund requests on a case-by-case basis. Requests should be submitted as soon as possible by email and may require supporting documentation (for example, a medical certificate). Decisions are at UKES's sole discretion and will be communicated within five working days of the request.
- If you are unable to attend, you may prefer to transfer your registration to another person instead — see Section 3 below.

3. Online Courses — Right to Cancel

This section applies to self-directed online courses (including blended courses with a self-directed element) where access to course materials or a learning platform is granted upon or shortly after purchase.

Before accessing course materials

- You have the right to cancel your enrolment within 14 days of purchase without giving any reason (the "cooling-off period"), provided you have not yet accessed the course platform or downloaded any course materials.
- To cancel under this right, please email hello@evaluation.org.uk within the cooling-off period. A full refund will be issued within 14 days of receiving your cancellation request.

Waiver of right to cancel upon accessing materials

- Where you request immediate access to the course platform or downloadable materials during the cooling-off period, you expressly consent to UKES beginning performance of the contract immediately. You acknowledge and agree that, once access has been granted and/or materials have been downloaded, you will lose your 14-day right to cancel and no refund will be available.

- At the point of purchase, you will be asked to confirm your agreement to these terms by ticking a checkbox. Ticking that box constitutes your express request for immediate access and your acknowledgement that you waive your right to cancel from the moment access is granted.
- These provisions are made in accordance with Regulation 36 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- **Note:** Nothing in these terms affects your statutory rights, including your rights under consumer protection legislation. These terms will be reviewed periodically to ensure they remain compliant with applicable law.

4. Transfers

- Registrations for in-person and facilitated courses may be transferred to another person before the course begins. Transfer requests should be sent by email to hello@evaluation.org.uk and may incur a £20 administration fee.
- If the registration is transferred from a UKES member to a non-member, the difference in the applicable registration fees must be paid before the transfer is confirmed. If the fee difference is not received within five working days of the transfer request, the request will lapse and the original booking will remain in place.
- Transfers for self-directed online courses are not available.

5. Conduct

- UKES aims to create a culture where everyone is not just safe, but able to truly thrive. We expect all attendees at all events and training activities — whether virtual or in person — to abide by the requirements of our General Code of Conduct, available in the Our Policies section of our website at: https://evaluation.org.uk
- UKES reserves the right to remove any participant from a training event, or to revoke access to online course materials, where conduct is in breach of the Code of Conduct. No refund will be provided in such circumstances.

6. Materials and Copyright

- As part of delivering training, UKES will usually ensure all delegates receive a copy of the slides and any other materials relevant to the session after the training has completed.
- All training materials produced under UKES's Centre for Professional Evaluation are the sole intellectual property of UKES. For other courses, materials remain copyrighted to UKES and/or the trainer as indicated. In either case, materials are provided for the personal use of registered delegates only and must not be copied, shared, published, or disseminated without the express written permission of UKES and/or the trainer.
- Access to online course materials is granted to the registered individual only and is non-transferable.

7. Data Protection and Privacy

- UKES processes personal data in connection with training bookings in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- For full details of how we collect, use, and store your personal data, please refer to our Privacy Policy, available in the Our Policies section of our website at: https://evaluation.org.uk/

8. Limitation of Liability

- UKES's liability in connection with any training event is limited to the fees paid by the delegate for that event. UKES is not liable for any indirect or consequential losses arising from attendance at, or inability to attend, a training event.
- Nothing in these terms limits UKES's liability for death or personal injury caused by its negligence, or for fraud or fraudulent misrepresentation, or for any other liability that cannot be excluded by law.

9. General

- These terms are governed by the laws of England and Wales.
- UKES reserves the right to update these terms from time to time. The version in force at the time of booking will apply to that booking.
- If you have any questions about these terms, please contact us at hello@evaluation.org.uk