

EVENT FAQ's

Q. The events planned in the training programme are all too far away, can you hold a training event nearer to us?

A. Yes, please use the bespoke training page of our website, and we can organise training in your area (conditions apply).

(add link to bespoke training)

Q. How do I book on to your training events?

A. Please visit the Training & Events page of our website where all the events are listed with a link to Eventbrite to book on your chosen Event. Booking will be by this method only and we will not be able to accept bookings by email or telephone. You will be redirected to Eventbrite.

(add link to Training & Events)

Q. I am an experienced Councillor, is it worth me attending a Councillor Event?

A. Yes, the Councillor events are not just for new Councillors, but can be used as a refresher for experienced Councillors too. It is always useful to hear and learn from other Council's experiences, hear the latest updates on legislation or initiatives and to network with other Councils in your area.

Q. Do you cater for dietary requirements or disabilities at KALC events?

A. When completing the booking form there is a section where dietary requirements or disabilities can be stated. Where possible, we will try and cater for delegates with dietary requirements, but this is dependent on the venue and caterers for the event. We will however tell you in advance if this is not possible. We ensure that venues used for our Training are accessible to meet disabled requirements.

Q. How is payment taken for events?

A. As per the booking terms and conditions, completion of the booking form is acceptance for the cost to be invoiced to your Council. The Council or individual may pay by cheque or bank transfer - further details from manager@kentalc.gov.uk or cash (exact money please) at the event. Unfortunately, we are unable to take payment by credit card.

Q. I am booked on to attend an event, but now cannot attend. Will the Council still be charged?

A. Yes, the Council will still be charged if the cancellation is after the closing date, as we have accounted for certain charged services. If there are exceptional circumstances as to why you could not attend, we will look at this on an individual basis and in most cases hold a credit on your account for a future training event.

Q. Will the presentations be available following the event?

A. Where possible, we will upload these to our website, but these are supplied to the individual delegate for their own personal and educational use and should not be supplied to a third party without prior agreement from the individual speaker, who retains intellectual control and copyright over the material. This includes accessing or publishing the material to train or teach third parties regardless of financial profit without permission from the originator.

Q. Our Council is a non-member of KALC. Can we still attend your events?

A. Yes of course. However, please note that the cost to non-members is **double** the cost of the member fee.