

# OUR EXPECTATIONS

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## GENERAL TERMS AND CONDITIONS

*revised July 2020*



## OUR BIG IDEA

*Founded in 2017 to provide Diversity, Inclusion and Belonging Advice and Consultancy to businesses and organisations in the UK, Europe and elsewhere.*

*We are a professional service and, as such, expect to be treated fairly, and paid on time for our time and expenses*

# SESSION DELIVERY METHODS

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## ✓ In Person

*A session delivered by attendance to a physical location, be that a conference centre, customer premise or a hired facility for the purpose of delivering the session.*

## ✓ Live Stream / Webinar

*An Internet delivered session as a live event from a platform such as YouTube, Facebook, LinkedIn etc... that has not been pre-recorded.*

*Audience Interaction generally limited to asynchronous Q&A, online quizzes, or post event follow up.*

## ✓ Remote Speaking

*A session, typically a keynote, a panel, or lunch and learn, delivered using an interactive online event platform as either pre-recorded or live with Q&A and Audience participation.*

## ✓ Remote Training

*A training session, typically delivered over an internet platform with participants sharing their voice/video and interacting with the presenter.*

## ✓ Replay Rights

*Where a session is streamed, recorded or delivered in a way where additional viewings can take place after the agreed event this must be pre-agreed and will be priced accordingly.*

## ✓ Platforms

*There are many internet delivery platforms including, but not limited to; Zoom, MS Teams, Adobe Connect, GotoMeeting GotoWebinar, Hopin, ON24, etc... Each platform has its own specific terminology, Feature Set and access methods.*

*Our standard method utilise Zoom and YouTube Live Events for meetings, remote speaking, remote training, webinars.*

*We can accommodate most alternate requests for delivery but some of our materials may not work within a chosen platform due to limitations – e.g. Breakout Rooms.*

# WHAT DO WE MEAN BY A...

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## ✓ Conference

*is typically an externally focused event that you are putting on for your customers, your members or your community.*

*You may or may not be charging people to attend. We are likely to bespoke a keynote or workshop session to be tailored for your audience with agreed take-always and messages.*

*This may include Q&A, a panel, audience interaction or a workshop element.*

*We are also able to MC/Emcee an event or stage if required.*

## ✓ Training / Workshop

*is typically an internal event made up of your staff, volunteers, cohort or stakeholders.*

*It will be content from our menu of standard products, delivered “as is” whilst incorporating your own language and terms.*

*Fully interactive and may utilise facilitation, breakouts, video, and quizzes with Q&A*

## ✓ Panel Discussion

*Panel is a standalone or part of another event where we form part of an expert group taking planned or unplanned question from the audience or the panel host.*

*We are able to be the panel host or facilitator if required.*

## ✓ Lunch & Learn

*is typically an internally focused or members event with a bespoke element, delivered as a mini-keynote.*

*These can also be seminars, or breakfast briefings.*

*It may contain some audience participation via Quizzes or Q&A*

*We are likely to bespoke the session to be tailored for your audience with agreed take-always and messages.*

## ✓ Consultancy

*is where we provide our expertise in the form of face-2-face engagement, review of documents, writing blogs/articles, mentoring, coaching taking part in webinars, or on-line via video calls.*

# THE BASICS

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## ✓ AV Equipment

*We prefer to use our own laptop and slide clicker where possible, which uses an HDMI output. We can also work with VGA plus Audio.*

*A Projector & Screen or TV monitor suitable for the room and audience is essential.*

## ✓ Large Audiences

*For larger audiences a Lapel or Headset Microphone and PA should be provided.*

*For keynotes a presenter view monitor and where possible a countdown timer.*

## ✓ Presentation & Slides

*As standard, our slides are formatted as 16:9 (1920x1080HD widescreen).*

*We may be able to accommodate 4:3 (800x600 XGA) by prior arrangement. There maybe a charge to convert formats or use alternate templates.*

## ✓ Slides and Materials

*Copies of Slides and Materials can be supplied by arrangement for distribution to delegates but must not be resold, amended, incorporated, or posted on-line for public view without prior permission.*

*We will provide a PDF of the slide deck for this purpose upon request*

## ✓ Multimedia

*We may use YouTube type videos during the presentation and would need audio capability as well as visual to be available.*

*We can provide our own Bluetooth speaker if necessary.*

## ✓ Interactive Content

*Often our delivery requires a reliable on-stage Internet connection.*

*We invite audience participation via a mobile device/phone to use platforms such as; Mentimeter, Kahoot! or Slido.*

# THE ESSENTIALS

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## ✓ IP and Copyright

*The content, material and delivery style is our own IP and as such should not be recorded or broadcast without explicit agreement.*

*Unless agreed, no single clip longer than 30 seconds be captured. This includes for internal re-use, training or archive purposes.*

## ✓ Slides and Materials

*Copies of Slides and Materials can be supplied by arrangement for distribution to delegates but must not be resold, amended, incorporated, or posted on-line for public view without prior permission.*

*We will provide a PDF of the slide deck for this purpose upon request.*

## ✓ Cancellations

*We charge full fee (plus any pre-booked expenses) for cancellations less than 28 days prior to the event.*

*Under certain circumstances we will credit a future event, but this at our discretion.*

## ✓ Payment Terms

*We ask for payments in advance by Bank Transfer in order to confirm and secure any booking. All payments are due within 14 days of delivery regardless. We don't accept cheques.*

*If you have a complex purchase approval process it is essential that is completed ahead of any delivery.*

*Payment must be net of any transaction fees, exchange rate conversion or commission in GBP (£).*

## ✓ Marketing and Promotion

*We encourage promotion of the event in advance and are happy to provide headshots and biography.*

*We request to be able to use any images/photos or testimonials for our own marketing purposes on social media before and after the event, unless agreed otherwise.*

## ✓ Social Media

*The 'Tweeting' or posting of photographs and sound-bite snippets during the event using the provided hashtags & '#SEEChangeHappen', '@jo\_lockwood1965' or '@seechangehappen' is actively encouraged.*

# OH, BY THE WAY...

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## ✓ For Workshops

*We expect you to provide;*

- *any marker pens, sharpies, flipcharts & whiteboards*
- *for the room to be laid out so attendees could form into groups of 3 or 4 for the workshop element.*
- *a supply of ballpoint pens, and post-it pads in various colours.*
- *printing of any necessary workshop or workbook materials*
- *licenses for any on-line delivery platforms such a MS Teams, Hangouts etc... other than the default offering of Zoom*

## ✓ Preparation

*We strongly advise a discovery call ahead of any event.*

*Where applicable an on-line run through of content, topics and details to ensure expectations are clearly understood and can be met.*

*In some cases we can screen share slide decks and walk through session.*

*If you would like on-site rehearsals or run-throughs this will need to be factored into any proposal, it is not included as standard in our fee structure.*

## ✓ Feedback & Testimonials

*We do offer a feedback form.*

*We would love to receive your testimonials and feedback to share on social media or our website*

## ✓ Accessibility

*You must notify us of any accessibility or assistance requirements that participants may require.*

*Additionally any information that would ensure our own needs are catered for is essential.*

# TRAVEL AND EXPENSES

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## ✓ Accommodation

*Overnight accommodation & subsistence is required before an event where the scheduled start time is on or before 09:00, or a finish time of 19:00 or later and where the total travel is in excess of 60 minutes to the venue from a 'PO8' postcode.*

*Hotel accommodation should be close to the venue, preferably the main event hotel. Based on Premier Inn or equivalent 3\* accommodation standard.*

## ✓ Transfers

*All transfers to/from airports, train stations or hotels to be included, preferably pre-booked. Or collections arranged.*

## ✓ Air Travel

*International travel over 2 hours should be premium economy or business class for flight of a 4 hour or greater duration.*

*Checked in hold luggage, seat reservations, and where applicable speedy boarding to be included.*

*Where possible the event should pre-book any flights, parking and transfers themselves having confirmed any necessary arrangements*

## ✓ Meals and Refreshments

*All Meals; Breakfast, Lunch, and Dinner to be included as required.- also to include hot and cold soft drinks.*

*During travel and at the event itself.*

## ✓ Travel by Car

*Car mileage is charged at 45p/mile together with any parking costs or taxi fares. Any Road Tolls or Ferries will be chargeable.*

## ✓ Other Transportation

*Public transportation via Buses, Trains, Metro or Underground will be used where possible.*

*For journeys greater than 3 hours (or where seating is in limited supply) this will be 1st or Premium Class.*

## ✓ Travel Time

*All travel time is chargeable either in whole day or half-day units.*



# ABOUT US

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## ✓ Business Name

*We are a sole trader business using the name SEE Change Happen*

## ✓ Business Address

*Our UK business and correspondence address is*

*1, The Old Brewery  
London Road  
Waterlooville  
Hampshire  
PO8 0QQ*

## ✓ Currency

*We conduct business in GBP (£) with UK based banks.*

*We are not able to accept or process cheques of any kind. We can accept Cash Payments and Card Payments*

## ✓ Social Media

*You can contact us on social media or via email at;*

*[info@seechangehappen.co.uk](mailto:info@seechangehappen.co.uk)*

*Our website is*

*<https://seechangehappen.co.uk>*

*Our Twitter/Instagram handles are*

*[@seechangehappen](#) or  
[@jo\\_lockwood1965](#)*

## ✓ Concessions

*We are open to conversations with not-for-profit or public sector organisations to discuss our fee structure.*

*We are a commercial organisation and as such are not able to work for free – we always insist on travel expenses to be covered.*

## ✓ Other Stuff

*If we end up falling out, then we expect this to be conducted in English in an English court*

*We work on trust and collaboration and expect for you to do the same*

*We hold a limited amount of Professional Indemnity and Public Liability insurance – if you require this then please ask us for details.*

*If you require higher limits, then we may make a charge for any additional cover premium.*

## ✓ Complaints


*If you are not happy with our service, please be upfront and tell us. We will do all that we can to put things right.*

# THANK YOU!

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