

OUR EXPECTATIONS

GENERAL TERMS AND CONDITIONS

revised April 2021



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

✓ 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 interacting with the presenter and each other.

✓ 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... We often use interactive platforms such as Mentimeter, AhaSlides, Google Jamboard, Docs and Sheets. 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...

✓ 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 able 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 one-2-one engagement, review of documents, writing blogs/articles, mentoring, coaching taking part in webinars, or on-line via video calls.

THE BASICS

✓ 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

✓ 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...

✓ In person events

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*

✓ 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.

✓ 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 offer a delegate feedback form.

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

✓ On-Line Events

We expect you to provide; licenses for any on-line delivery platforms such a MS Teams, Hangouts etc... other than the default offering of Zoom. Strictly no recording of streams unless pre-agreed.

✓ Connection Issues

We recognise that the Internet and the connecting platform are not perfect. There are times where failures and outages occur. We will work with you to reschedule or workaround the issues the best we can, regardless of where the problem may lie – we hope that you have the same understanding.

TRAVEL AND EXPENSES

✓ 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

✓ Business Name

We are a limited company registered in England under the name of SEE Change Happen Ltd, Company Registration Number: 13138905

✓ Business Addresses

Correspondence
2, The Garages
Downs Road
Chichester
PO18 9BE

Registered
8 The Briars
Waterberry Drive
Waterlooville
PO7 7YH

✓ 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

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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