Terms and Conditions of Use

Policy Owner	Simply Communities CIC Board of Directors
Contact	info@simplycommunities.org.uk
Applies To	All website users, participants, members and customers
Version	1.0 | 2026
Review Date	November 2029

1. Introduction

These Terms and Conditions govern your use of the Simply Communities CIC website, services, programmes, events, online learning, memberships, digital resources and community activities.

By accessing our website, registering for an event, purchasing a service, enrolling on a course, joining a membership or engaging with our activities, you agree to comply with these Terms and Conditions.

If you do not agree with these Terms and Conditions, please do not use our website or services.

2. About Us

Simply Communities CIC is a Community Interest Company committed to supporting community wellbeing, personal growth, learning, leadership development, social inclusion and positive community impact.

References to "Simply Communities CIC", "we", "our" and "us" throughout these Terms and Conditions mean Simply Communities CIC.

References to "you" and "your" mean any person accessing our website, services, programmes, courses, events or resources.

3. Website Use

You agree to use our website only for lawful purposes.

You must not:

- Attempt to gain unauthorised access to any part of our website.
- Introduce viruses or malicious software.
- Copy, reproduce or distribute content without permission.
- Use the website in any manner that could damage, disable or impair its functionality.
- Use the website to transmit unlawful, harmful, abusive, threatening or discriminatory content.

We reserve the right to suspend or restrict access where misuse occurs.

4. Programmes, Events and Services

Registration for a programme, event, workshop, membership, course or service does not guarantee participation until confirmation has been received.

We reserve the right to:

- Refuse applications where appropriate.

- Change facilitators or speakers.
- Amend programme content.
- Reschedule activities.
- Substitute venue or online platforms.
- Cancel events where circumstances require.

Where a programme is cancelled by Simply Communities CIC, participants will be notified as soon as reasonably possible.

5. Online Courses and Learning Programmes

Where online learning is provided through Tutor LMS or other learning platforms:

- Access is granted to the registered participant only.
- Login credentials must not be shared.
- Course materials remain the intellectual property of Simply Evolved Limited unless otherwise stated.
- Downloading, copying, distributing or reselling course content is prohibited without written permission.
- Certificates may only be awarded where course requirements have been completed.

We reserve the right to suspend access where misuse of learning materials occurs.

6. Memberships and Community Participation

Members and participants are expected to engage respectfully with staff, volunteers, facilitators and fellow participants.

Membership benefits, resources and opportunities are provided at our discretion and may change over time.

Membership access is personal and may not be transferred without permission.

7. Payments

Where fees apply, payment must be made in accordance with the payment terms displayed at the point of registration or purchase.

Failure to make payment may result in:

- Suspension of access.
- Removal from programmes.
- Cancellation of course access.

- Withdrawal of membership benefits.

Outstanding balances remain payable even where participation ceases voluntarily.

8. Payment Plans

Where payment plans are offered:

- Participants agree to complete all scheduled payments.
- Access to services may be restricted if payments are missed.
- Continued access is dependent upon maintaining agreed payment arrangements.
- Failure to maintain payments may result in cancellation of access to services and recovery of outstanding fees where legally appropriate.

9. Refunds and Cancellations

We aim to operate fairly and transparently.

Digital Products and Downloadable Resources

Due to the immediate access provided to downloadable resources, templates, toolkits, workbooks, recordings and digital products, refunds will generally not be provided once access has been granted.

Online Courses

Refund requests for online courses must be submitted within 14 days of purchase where no substantial course content has been accessed.

Once significant access, participation or completion has occurred, refunds may not be available.

Events and Workshops

Cancellation requests may be considered on a case-by-case basis.

Where external costs have already been incurred or places reserved, refunds may not be possible.

Organisational Cancellation

If Simply Communities CIC cancels an activity for reasons within our control, an alternative date, credit or refund may be offered where appropriate.

10. Community Standards and Code of Conduct

Simply Communities CIC is committed to creating safe, welcoming and respectful environments.

Participants must:

- Treat others with dignity and respect.
- Communicate appropriately.
- Respect diversity and inclusion.
- Follow safeguarding requirements.
- Respect confidentiality where applicable.
- Behave responsibly in online and in-person settings.

The following behaviours are not acceptable:

- Harassment
- Bullying
- Intimidation
- Hate speech
- Discrimination
- Threatening behaviour
- Abusive language
- Deliberate disruption of activities
- Breaches of safeguarding requirements

11. Zero Tolerance Policy

Simply Communities CIC operates a zero-tolerance approach to abusive, threatening, harassing, discriminatory or inappropriate behaviour towards staff, volunteers, facilitators, participants or members.

Where such behaviour occurs, we reserve the right to:

- Issue warnings.
- Remove individuals from events or programmes.
- Suspend access to services.
- Remove access to online communities.
- Terminate memberships.
- Restrict access to our website, courses or learning platforms.
- Block access to our communication channels or social media platforms.

Where access is suspended or terminated as a result of unacceptable behaviour, safeguarding concerns, harassment, abuse or breaches of these Terms and Conditions, no refund will be provided.

12. Intellectual Property

Unless otherwise stated, all content published by Simply Communities CIC is protected by intellectual property and copyright laws.

This includes, but is not limited to:

- Written materials
- Workbooks
- Toolkits
- Guides and templates
- Digital resources
- Online course content
- Training materials
- Presentation slides
- Videos and recordings
- Graphics and designs
- Logos and branding
- Downloadable resources
- Website content

Course materials, consultancy frameworks, training resources and educational content may be owned by either Simply Communities CIC or Simply Evolved Limited, as specified within the relevant programme, service or resource.

Content may not be copied, reproduced, adapted, resold, distributed, shared publicly, uploaded to third-party platforms or used for commercial purposes without prior written permission from the intellectual property owner.

Any unauthorised use may result in the suspension or termination of access to services, courses, memberships, learning platforms or online communities, without refund, and may result in legal action where appropriate.

13. Safeguarding

Simply Communities CIC is committed to safeguarding adults, children and young people.

All participants must comply with safeguarding requirements when engaging with our programmes, communities and activities.

Safeguarding concerns may be reported to relevant authorities where necessary to protect individuals from harm.

Further details can be found within our Safeguarding Policy and Safeguarding Statement.

14. Privacy and Data Protection

Personal information is processed in accordance with our Privacy Notice.

By using our website and services, you acknowledge that your information may be collected and processed for legitimate organisational purposes.

For further details, please refer to our Privacy Notice.

15. Third-Party Platforms

We may use third-party providers including:

- Microsoft 365
- Microsoft Teams
- Outlook
- OneDrive
- Google Workspace
- Zoom
- Canva
- Kit
- FluentCRM
- Tutor LMS
- Stripe
- PayPal
- WhatsApp
- LinkedIn
- Facebook
- Instagram
- YouTube

Use of those services may also be subject to the provider's own terms and privacy policies.

16. Limitation of Liability

While we endeavour to provide accurate information and high-quality services, Simply Communities CIC accepts no liability for:

- Decisions made based upon information provided.
- Losses arising from participation in programmes.
- Temporary service interruptions.
- Technical issues beyond our control.
- Third-party platform failures.
- Website downtime.

Nothing within these Terms and Conditions excludes liability where exclusion is prohibited by law.

17. Force Majeure

Simply Communities CIC shall not be liable for delays, cancellations or failure to perform obligations caused by circumstances beyond our reasonable control, including:

- Severe weather
- Public health emergencies
- Government restrictions
- Industrial action
- Power failures
- Technology outages
- Natural disasters

18. Complaints

We are committed to resolving concerns fairly and promptly.

Anyone wishing to make a complaint should do so in accordance with our Complaints Policy available on our website.

19. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time.

The latest version will always be available on our website and continued use of our services constitutes acceptance of any amendments.

20. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising from these Terms and Conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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