



Tend Collective Community Interest Company Terms and Conditions

1. General

These Terms and Conditions (“Terms”) apply to all services, workshops, and events provided by Tend Collective Community Interest Company (“Tend Collective CIC”, “we”, “us”, “our”). By booking via Eventbrite or other means, you agree to these Terms.

2. Bookings and Payments

- Bookings are made via Eventbrite, which processes your personal data and payment details.
- Full payment is required at the time of booking unless otherwise specified.
- Eventbrite handles refunds and cancellations according to their policies; additional information may be provided by Tend Collective CIC where applicable.

3. Cancellations and Refunds

- **Workshops/events:**
 - Cancellation by you: Refunds may be offered depending on the terms listed on individual events. Please check Eventbrite for details.
 - Cancellation by Tend Collective CIC: Full refunds will be issued.
- **Individual therapy sessions:**
 - Cancellations require advance notice (as specified by the therapist).
 - Late cancellations or missed appointments may incur the full session fee.

4. Individual Therapists

- Tend Collective CIC acts as a booking and coordination platform for individual therapists.
- Contact details for therapy sessions are provided only for the purpose of arranging appointments.
- Each therapist is responsible for the delivery, confidentiality, and content of their sessions.

5. Code of Conduct

- Attendees must behave respectfully and follow instructions from facilitators.
- Tend Collective CIC reserves the right to refuse entry or remove participants for inappropriate behaviour.

6. Liability

- Tend Collective CIC is not liable for loss, injury, or damages arising from attending workshops or sessions beyond reasonable professional duty.
- Therapists are responsible for their professional liability and insurance.

7. Photography and Recording

- Sessions or workshops may not be recorded without prior consent.
- Tend Collective CIC may take photos for promotional purposes; consent will be sought where identifiable individuals are included.

8. Data Protection

- Personal data collected through bookings or appointments is processed in line with our Privacy Policy.
- Eventbrite acts as a third-party processor for bookings.

9. Changes to Terms

- Tend Collective CIC may update these Terms; participants are bound by the latest version available on the website.

10. Contact

- **Email:** admin@tendcollective.co.uk