

January 2026

Autism Community Network CIC
Also known as Autism Somerset

1. About Us

Autism Community Network CIC also known as Autism Somerset is a Community Interest Company registered in England and Wales. Autism Community Network CIC delivers training facilitation lived experience led education consultancy and related services including NHS aligned and NHS approved programmes in accordance with applicable national standards contractual obligations and governance requirements. Autism Community Network CIC works in delivery partnership with Award Training Limited in relation to the Oliver McGowan Mandatory Training programme. For general enquiries Autism Community Network CIC can be contacted at bookings@autismsomerset.org.

2. Definitions

Client means the organisation or individual purchasing services from Autism Community Network CIC. Services means training facilitation consultancy lived experience delivery and related activities delivered by Autism Community Network CIC including delivery undertaken in partnership with Award Training Limited where applicable.

Session means any individual training delivery event whether delivered face to face or virtually.

Quotation means a written quotation issued by Autism Community Network CIC or issued on its behalf under an approved partnership or delivery arrangement.

Terms means these Full Terms and Conditions.

3. Formation of Contract

A legally binding contract is formed when a quotation issued by Autism Community Network CIC is accepted by the client. Acceptance may occur in any form including but not limited to written confirmation electronic confirmation verbal confirmation acceptance through any electronic system issue of a purchase order attendance at training or any other conduct indicating acceptance. Acceptance of a quotation constitutes unconditional acceptance of these Full Terms and Conditions.

4. Scope of Services

Services will be delivered strictly in accordance with the agreed quotation and any accompanying written documentation. Autism Community Network CIC reserves the right to make reasonable adjustments to delivery methods scheduling facilitators or resources where required to ensure compliance with national guidance safeguarding obligations regulatory requirements or operational best practice. No variation to the scope of services shall be valid unless agreed in writing by an authorised representative of Autism Community Network CIC.

5. Delivery Arrangements and Partnership Working

Autism Community Network CIC may deliver services directly or as part of collaborative delivery arrangements with partner organisations. In relation to the Oliver McGowan Mandatory Training programme Autism Community Network CIC delivers training in partnership with Award Training Limited as an approved provider. The client acknowledges that delivery may involve multiple facilitators co trainers or contributors including individuals with lived experience. Autism Community Network CIC remains responsible for the quality and integrity of services delivered under its contractual arrangements.

6. Pricing and Payment

All fees are as stated in the quotation. VAT will be charged where applicable. Invoices will be issued in accordance with the agreed payment schedule. Payment terms are thirty days from the invoice date unless otherwise agreed in writing. Autism Community Network CIC reserves the right to suspend services where payment is overdue and to recover reasonable recovery costs where permitted by law.

7. Client Responsibilities

The client is responsible for ensuring that accurate and complete information is provided at the time of booking suitable facilities equipment and access arrangements are in place for face to face delivery attendees meet any stated pre course requirements and adequate technology and connectivity are available for virtual delivery. Autism Community Network CIC accepts no liability for disruption delay or non delivery caused by the client's failure to meet these responsibilities.

8. Cancellation Rescheduling and Credit

8.1 Booking Confirmation

A booking is deemed confirmed once a quotation issued under these Terms has been accepted by the client. Once confirmed all bookings are subject to this section in full.

8.2 Cancellation and Reschedule Policy

All requests to cancel or reschedule a confirmed session are treated as cancellations and are subject to the same terms irrespective of reason including operational pressures staffing availability organisational change or funding changes.

8.3 Client Cancellations and Credit Entitlement

Where notice of cancellation is received more than 31 calendar days before the scheduled delivery date no refund will be issued. A credit equal to 50 percent of the agreed session fee may be issued for use against a future session delivered by Autism Community Network CIC subject to availability. Where notice of cancellation is received 31 calendar days or fewer before the scheduled delivery date no refund or credit will be issued and the full session fee remains payable. Credits are non transferable and must be redeemed within six months unless otherwise agreed in writing.

8.4 Non Attendance and Partial Delivery

Failure to attend a scheduled session partial attendance cancellation on the day of delivery or failure to provide access to attendees or facilities will be treated as a cancellation. No refunds or credits will be issued.

8.5 Refund Exclusion

For the avoidance of doubt Autism Community Network CIC does not offer refunds other than where

required by law.

8.6 Cancellations by Autism Community Network CIC

Where Autism Community Network CIC cancels a session due to circumstances within its reasonable control the client will be offered either an alternative delivery date or a credit for future delivery. Autism Community Network CIC shall not be liable for any indirect or consequential losses arising from such cancellation.

8.7 Force Majeure

Neither party shall be liable for failure or delay in performance caused by events beyond reasonable control including severe weather serious illness national emergencies industrial action or government restrictions. Where delivery is prevented no refunds will be issued and reasonable efforts will be made to reschedule or apply a credit.

9. Quality Assurance Safeguarding and Standards

Autism Community Network CIC is committed to high quality delivery equality inclusion and safeguarding. Feedback will be collected following delivery and used for monitoring assurance and continuous improvement.

10. Data Protection and Confidentiality

Autism Community Network CIC complies with applicable data protection legislation. All client information will be treated as confidential and used solely for the purposes of service delivery unless disclosure is required by law.

11. Intellectual Property

All training materials content and resources remain the intellectual property of Autism Community Network CIC unless otherwise agreed in writing. Materials may not be copied shared reproduced or adapted without prior written consent.

12. Limitation of Liability

Autism Community Network CIC's total liability arising from any contract shall be limited to the total fees paid for the relevant services. Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence fraud or any liability that cannot be excluded by law.

13. Complaints

Any complaints must be submitted in writing within fourteen calendar days of service delivery. Autism Community Network CIC will investigate and respond in accordance with its complaints procedure.

14. Policies

Autism Community Network CIC maintains a range of operational and governance policies including safeguarding equality data protection and complaints. These policies form part of these Terms and Conditions and are available at <https://www.acncic.com/our-policies>.



Autism
Community
Network CIC

Autism Community Network CIC
“Autism Somerset”
Terms and Conditions

15. Governing Law and Jurisdiction

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction.

Director:

Allison Ward

Date:

1st January 2026

Signed: