

Terms and Conditions

Online training and resources

Christina Poulton

I have tried to put everything in plain English but if you have any questions [please contact me](#).

[1. Participating in the training](#)

[2. Training access, intellectual property, and use of content](#)

[3. Payment Terms](#)

[4. Support and advice offer](#)

[5. Access and Inclusion](#)

[6. Confidentiality](#)

1. Participating in the training

- My training provides materials including pre-recorded video training, live online support and templates and online resources. The content and format of the offer will be provided as outlined on the sign up page and in any emails or confirmation materials sent to you after you signed up to the training. I reserve the right to alter and amend the materials provided with equivalent or updated materials.
- My training is designed for small not-for-profit organisations including community interest companies, charities, ltd companies and community organisations. Information on the ways in which the training can support your organisation is outlined on the sign up page for the training and on my website at <https://www.christinapoultoncreative.co.uk/>
- The results of the training will depend on your organisation and how the information and activities are implemented. My training is designed to provide tools, strategies, and guidance, but does not give specific guarantees, either express or implied, regarding financial outcomes or organisation growth. Participants acknowledge that success depends on a variety of factors outside of my control, including individual effort and market conditions
- By signing up to and making your payment for the training, you agree to the terms and conditions explained below.

2. Training access, intellectual property, and use of content

- **Accessing resources:** I will provide you with online access to videos and resources, for example documents. To make best use of the materials you will need a desktop computer or laptop and may need to sign up to free software, for example Miro and Voxer.
- **Lifetime access:** Participants will have lifetime access to the training resources. This access begins on the day you sign up to start the training, and there is no requirement to complete the training within a set timeframe. If I end the training or any of the platforms on which it is hosted are discontinued, participants will be given a minimum of 30 days' notice to download and retain copies of the resources for their continued use. After this notice period, access to the platform may be terminated without further obligation to maintain it.
- **Usage:** All materials and support provided as part of the training are for your use only. Unless otherwise specified you may not share them with other people in or outside of your organisation. You may not copy, re-produce, sell or distribute any of the materials provided, other than for your own use e.g. customising templates I provide to suit your work is fine. If in doubt please check with me.
- **Intellectual Property:** The videos, resources and activity content remain the intellectual property of Christina Poulton. Any plans or content you create yourself during the training, for example the results of planning activities, will belong to you and can be used in documents for your organisation such as funding bids, board papers etc.

3. Payment Terms

- **Fees and Payment Schedule:** Prices and any applicable payment schedules are made available on the sign up pages. There are currently no additional fees e.g. booking fees, but if these are added in future this information will be made clear at point of booking. I do not charge VAT.
- **Refund Policy:** All payments, including deposits, are non-refundable, except in the case of the training no longer being offered (excluding the statutory 14 day cooling off period).

4. Support and advice offer

- **Scheduling:** If live online one-to-one sessions (on zoom) with me are included in the training I will provide a booking link. This creates a zoom link and calendar invite for both of us. I will put my availability in the calendar and you can choose days and times that work for you. I usually work 2-3 days per week because the rest of the time I am parenting. I can't guarantee to be available on particular

days and times outside of booked sessions but if my usual working days are difficult for you I will try and be flexible wherever possible.

- **Email, Voxer and Q&A community support:** For some training I may offer additional support. Voxer is a bit like Whatsapp but it means you don't have to share your phone number. You can ask any questions via voice note or text and I can reply to you via voicenote, which is often quicker and easier than emails or written messages going back and forth. If you ask questions in the Q&A community or email me directly, I will reply to both as soon as I can but within 5 working days.
- **Rescheduling and Cancellations:** If you or I can't make a live one-to-one session for reasons beyond our control, we will give the other as much notice as possible via email. You can reschedule your session via the calendar booking link. If the same one-to-one session is cancelled twice with less than 24 hours notice, I reserve the right to consider the session as fulfilled.
- **Recording and Distribution:** If you choose to record one-to-one sessions for note taking or access reasons the terms in point 2 apply e.g. they are for your use only.
- **Facilitator Substitution:** I reserve the right to substitute myself, Christina Poulton, for another comparatively experienced professional, if necessary to deliver the support offer.
- **Timescale:** I will provide a timescale for the support offer on the sign up page for the training and/or in subsequent emails. This timescale will not be extended e.g. if I offer one-to-one sessions in September and October, these will not be available after 31 Oct, whether you have used them or not.

5. Access and Inclusion

- My work focuses on supporting small organisations, many of which do amazing work addressing social injustice or inequality. I do everything I can to respect the diversity of experience and identity of the people I work with. I want to make sure that everyone feels comfortable being themselves when they work with me. I provide access information on sign up pages but please contact me if you need resources in an alternative format and I will do everything reasonably possible to fulfil that request.
- Participants agree to treat others I work with (for example others posting in the Q&A community) with respect and to engage human to human, in a way which promotes an inclusive community, for example respecting pronouns or requests for access needs. Any behaviour or language that intentionally undermines these values may result in removal from the training, without refund. This decision is at my sole discretion.

- **Access:** I caption my videos (edited and checked for clarity) and resources are provided as pdfs, Google docs or word format. I am happy to provide transcripts or text only versions of documents. If you want to bring someone to support or note-take in one-to-one sessions that's no problem and we can use zoom captioning or AI note-taking if useful.

6. Confidentiality

- I will keep confidential any sensitive information about your organisation shared during the training. I sometimes use examples from organisations I have worked with in future training or discussions. These are always anonymised and do not contain any specifics which would allow your organisation to be identified. You can see examples of these in my Sticky-note Squad newsletter.
- Your data will be kept safe as explained in [my Privacy Policy](#).

Looking forward to working with you!

Christina

Last updated August 2025