

The following terms and conditions apply to all courses being run for responders to the Ukraine Humanitarian Crisis.

Obtaining a place:

- Unless otherwise stated on the course page, course bookings operate on a first come, first served basis. An acknowledgement email and instructions on how to join the course will be sent to you after we receive your application. All official correspondence concerning a course booking should be made in writing and sent by email, in order to ensure a clear record of the booking status.
- Registration is individual and non-transferable and it is not permissible to pass on the link to the modules to other people. The course is free and registration takes only a few minutes therefore we request anyone who is interested must register for themselves.

Unable to Attend:

- If for some reason a participant cannot attend, please notify RedR UK as soon as possible. We appreciate the demands of an emergency response work. However, space is limited and notifying us in advance allows us to free up space for other participants on the waiting list.

Creating a Safe and Productive Learning Environment:

- Read and review all pre-reading materials including the Zoom 101 training materials ahead of the course.
- Arrive five minutes before the start of the training to allow you to troubleshoot any possible technical issues ahead of time.
- Keep your microphone muted when you are not speaking.
- If at all possible, keep your camera on during the course.
- Please do not take screenshots, cell phone pictures, or otherwise record the training, your instructor, or your fellow participants without express permission to do so.
- Turn off/silence cell phone and close other windows on your computer. Avoid texting, work-related tasks, social media, or other distractions while in the session.

Complaints or Concerns:

- In case of any complaint regarding the service provided by RedR, please contact us at complaints@redr.org.uk. We will respond within one working day (Monday - Friday).