

Our Expectations

it's about how we like to do business

OUR BIG IDEA

Founded in 2017 to provide Diversity, Inclusion and Belonging Advice and Consultancy to businesses and organisations in the UK, Europe and elsewhere. We are a professional service and, as such, expect to be treated fairly, and paid on time for our time and expenses

OUR SESSION DELIVERY METHODS

In Person

A session is delivered by attendance to a physical location, be that a conference centre, customer premise or a hired facility for the purpose of delivering the session.

Live Stream / Webinar

An Internet-delivered session as a live event from a platform such as YouTube, Facebook, LinkedIn etc... that has not been pre-recorded. Audience Interaction is generally limited to asynchronous Q&A, online quizzes, or post-event follow-up.

Remote Speaking

A session, typically a keynote, a panel, or lunch and learn delivered using an interactive online event platform as either pre-recorded or live with Q&A and Audience participation.

Remote Training

A remote training session is typically delivered over an internet platform with participants sharing their voice/video and interacting with the presenter and each other.

Recording / Replay Rights

Where a session is streamed, recorded, or delivered in a way where additional viewings can take place after the agreed event this must be pre-agreed and will be priced accordingly.

On-Line Delivery Platforms

There are many internet delivery platforms including, but not limited to; Zoom, MS Teams, Adobe Connect, GotoMeeting, GotoWebinar, Hopin, ON24, etc...

We often use interactive platforms such as Mentimeter, AhaSlides, Google Jamboard, Docs and Sheets. Each platform has its own specific terminology, Feature Set and access methods.

Our standard method utilises Zoom or MS Teams for meetings, remote speaking, remote training, and webinars.

We can accommodate most alternate requests for delivery but some of our materials may not work within a chosen platform due to limitations e.g. Breakout Rooms.

WHAT DO WE MEAN BY...

a Conference

is typically an externally focused event that you are putting on for your customers, your members or your community. You may or may not be charging people to attend.

We are likely to bespoke a keynote or workshop session to be tailored for your audience with agreed take-always and messages.

This may include Q&A, a panel, audience interaction or a workshop element. We are also able to MC/Emcee an event or stage if required.

a Training / Workshop

is typically an internal event made up of your staff, volunteers, cohort, or stakeholders.

It will be content from our menu of standard products, delivered “as is” whilst incorporating your own language and terms.

Fully interactive and may utilise facilitation, breakouts, video, and quizzes with Q&A.

a Panel Discussion Panel

is a standalone or part of another event where we form part of an expert group taking planned or unplanned questions from the audience or the panel host. We are able to be the panel host or facilitator if required.

a Lunch & Learn

is typically an internally focused or members event with a bespoke element, delivered as a mini keynote.

These can also be seminars or breakfast briefings. It may contain some audience participation via Quizzes or Q&A

We are able to bespoke the session to be tailored for your audience with agreed take-always and messages.

Consultancy

is where we provide our expertise in the form of one-2-one engagement, review of documents, writing blogs/articles, mentoring, coaching taking part in webinars, or online via video calls.

THE BASICS

AV Equipment

We prefer to use our own laptop and slide clicker where possible, which uses an HDMI output. We can also work with VGA plus Audio. A Projector & Screen or TV monitor suitable for the room and audience is essential.

Large Audiences

For larger audiences or conference rooms, a Lapel or Headset Microphone and PA should be provided. For keynotes a presenter view monitor and where possible a countdown timer.

Presentation & Slides

As standard, our slides are formatted as 16:9 (1920x1080/HD widescreen). We may be able to accommodate 4:3 (800x600 XGA) by prior arrangement.

There may be a charge to convert formats or use alternate templates.

If we supply our slides to you, then they will be in Microsoft PowerPoint (PPTX) format together with a PDF version – we strongly suggest the slides are tested and compared with the PDF version to ensure that fonts or layouts are maintained.

Slides and Materials

Copies of Slides and Materials can be supplied by arrangement for distribution to delegates but must not be resold, amended, incorporated, or posted online for public view without prior permission.

We will provide a PDF of the slide deck for this purpose upon request. Under no circumstances are the original PowerPoint presentations to be shared or published.

Multimedia

We may use YouTube-type videos during the presentation and would need audio capability as well as visuals to be available. We can provide our own Bluetooth speaker if necessary.

Interactive Content

Often our delivery requires a reliable on-stage Internet connection.

We may also invite audience participation via a mobile device/phone using platforms such as; Ahaslides, Mentimeter, Kahoot! or Slido.

We will normally invite the audience to interact using an 'on-screen' QR Code.

THE ESSENTIALS

IP and Copyright

The content, material and delivery style is our own IP and as such should not be recorded or broadcast without explicit agreement. Unless agreed, no single clip longer than 30 seconds be captured. This includes for internal re-use, training or archive purposes.

Payment Terms

We ask for payments in advance by Bank Transfer in order to confirm and secure any booking. All payments are due within 14 days of delivery regardless. We don't accept cheques. If you have a complex purchase approval process it is essential that is completed ahead of any delivery.

IMPORTANT: Payment must be net of any transaction fees, exchange rate conversion or commission in GBP (£).

Cancellations

We charge full fee (plus any pre-booked expenses) for cancellations less than 28 days prior to the event. Under certain circumstances we will credit a future event, but this is at our discretion.

Marketing and Promotion

We encourage the promotion of the event in advance and are happy to provide headshots and biography. We request to be able to use any images/photos or testimonials for our own marketing purposes on social media before and after the event unless agreed otherwise.

Social Media

The 'Tweeting' or posting of photographs and sound-bite snippets during the event using the provided hashtags and

'#SEChangeHappen', '@jo_lockwood1965', and/or '@seechangehappen' is actively encouraged.

OH, BY THE WAY...

For training and workshops

We expect you to provide.

- any marker pens, sharpies, flipcharts & whiteboards
- for the room to be laid out so attendees could form into groups of 3 or 4 for the workshop element.
- a supply of ballpoint pens, and post-it pads in various colours.
- printing of any necessary workshop or workbook materials

Preparation

We strongly advise a discovery call ahead of any event. Where applicable an online run-through of content, topics and details to ensure expectations are clearly understood and can be met. In some cases, we can screen share slide decks and walk-through sessions.

If you would like on-site rehearsals or run-throughs this will need to be factored into any proposal, it is not included as standard in our fee structure.

On-Line Events

We expect you to provide; licenses for any 'non-default' online delivery platforms such as Google Meet, Adobe Connect etc... other than the default offering of Zoom or MS Teams – we can host sessions of up to 500 on Zoom and 100 on MS Teams. Strictly no recording of streams unless pre-agreed.

Online Connection Issues

We recognise that the Internet and the connecting platform are not perfect.

There are times when failures and outages occur. We will work with you to reschedule or workaround the issues the best we can, regardless of where the problem may lie – we hope that you have the same understanding.

Accessibility

You must notify us of any accessibility or assistance requirements that participants may require. Additionally, any information that would ensure our own needs are catered for is essential.

Feedback & Testimonials

We offer a delegate feedback form. We would love to receive your testimonials and feedback to share on social media or on our website.

TRAVEL AND EXPENSES

Accommodation

Overnight accommodation & subsistence is required before an event where the scheduled start time is on or before 09:00, or a finish time of 19:00 or later and where the total travel is more than 60 minutes to the venue from a 'PO18' postcode.

Hotel accommodation should be close to the venue, preferably the main event hotel. Based on Premier Inn or equivalent 3* accommodation standard.

Transfers

All transfers to/from airports, train stations or hotels are to be included, preferably pre-booked. Or collections arranged.

Meals and Refreshments

All Meals: Breakfast, Lunch, and Dinner to be included as required, also to include hot and cold soft drinks. During travel and at the event itself.

Travel Time

All travel time is chargeable either in whole-day or half-day units.

Air Travel

International travel over 2 hours should be at least premium economy for short-distance, or where the duration is greater than 3 hours, business class. Checked in hold luggage, seat reservations, and where applicable speedy boarding to be included.

Where possible the event should prebook any flights, parking and transfers themselves having confirmed any necessary arrangements.

Travel by Car

Car mileage is charged at **50p**/mile together with any parking costs or taxi fares. Any Road Tolls or Ferries will be chargeable.

Other Transportation

Public transportation via Buses, Trains, Metro or Underground will be used where possible. For journeys greater than 2 hours (or where seating is in limited supply) this will be 1st or Premium Class.

ABOUT US

Business Name

We are a limited company registered in England under the name of SEE Change Happen Ltd, Company Registration Number: 13138905

Business Addresses

Correspondence and Trading Address: 2, The Garages Downs Road Chichester PO18 9BE

Registered Address: 8 The Briars Waterberry Drive Waterlooville PO7 7YH

Currency

By default, we conduct business in GBP (£) with UK-based banks. We are able to accept most International Currencies if required (eg Euro, USD, AUD etc...)

We are not able to accept or process cheques of any kind. We can accept Cash Payments and Card Payments.

Card Payments will attract a processing fee from our merchant service provider.

Concessions

We are open to conversations with not-for-profit or public sector organisations to discuss our fee structure. We are a commercial organisation and

as such are not able to work for free –we always insist on travel expenses to be covered.

Social Media

You can contact us on social media or via email at; info@seechange happen.co.uk our website is <https://seechange happen.co.uk>.

Our Twitter/Instagram handles are @seechange happen or @jo_lockwood1965

Other Stuff

If we end up falling out, then we expect this to be conducted in English in an English court.

We work on trust and collaboration and expect you to do the same.

We hold a limited amount of Professional Indemnity and Public Liability insurance – if you require this then please ask us for details. If you require higher limits, then we may make a charge for any additional cover premium.

Complaints

If you are not happy with our service, please be upfront and tell us. We will do all that we can to put things right.