

# External Delivery Club Commitment

- External delivery requests to be made via <https://delivery.lfe.org.uk> and be within the communicated allocation
- Commitment to:
  - No cancellation
  - Date, start time and agreed duration
  - Not removing players during delivery
- Staff and participant awareness of upcoming delivery
- Where a Deliverer is present with an individual (or group which includes a person) under the age of eighteen years-old, at least one current employee, who is DBS checked, must remain present in the same space to oversee delivery
- Staff to manage logistics, participant conduct and communicate current concerns beforehand i.e. individual learning needs, safeguarding matters
- Welcome and introduction to Deliverer
- Face-to-face delivery requires a suitable room, unlocked with chairs available and access to the following IT equipment:
  - Projector, Screen
  - HDMI Cable
  - WiFi
- Online webinar delivery requires participants to be appropriately presented in appearance and location, with video on at all times (head and shoulders on view) for identification purposes
- Feedback Support:
  - Availability of mobiles, tablets, computers
  - Ensure all participants complete feedback

## Cancellations and Changes

Contact both LFE and the Deliverer at least three working days prior to delivery with cancellation queries to avoid a charge.

Late cancellations will incur full reimbursement of delivery, travel and accommodation costs via the club's Education Support Fund.

In such instances the Deliverer can request a rescheduled date/time for either face-to-face or online webinar format.

For minor changes to delivery time or venue, contact the Deliverer only.

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