



Event Booking & Community Contribution Policy

For HerCommunity event booking pages, community events and wellbeing activities

Our Mission and Vision

At HerCommunity C.I.C., our mission is to create safe, accessible and empowering spaces where girls, young women, families and community members feel heard, supported and able to grow. Our events are designed to bring people together through wellbeing, creativity, connection, and early support, while helping us build a stronger community around those who need it most.

1. Donate What You Can Community Contribution Model

Some HerCommunity events are offered through a donate what you can model. This means you can choose an amount that feels affordable and meaningful to you. We use this approach because we believe wellbeing, creativity and community connection should be as accessible as possible, while still allowing us to cover costs and continue developing support for the community.

2. How Your Contribution Helps

Every contribution, however small, helps HerCommunity continue its community interest work. Contributions may support venue hire, refreshments, creative materials, wellbeing resources, subsidised places, free community activities, outreach, and the development of future programmes for girls, young women and families. When you make a contribution, you are helping us keep our activities inclusive, low-cost and community-led.

3. Secure Online Payments

Payments and donations made through our booking page are processed using secure online payment methods. HerCommunity does not store full card details. Please only make payments through the official HerCommunity booking page, event platform or payment link provided by HerCommunity.

4. Refunds, Cancellations and Transfers

Event contributions and ticket payments are generally non-refundable where a participant is unable to attend. This is because contributions are used to plan, prepare and resource our community activities. If HerCommunity needs to cancel or reschedule an event, we will aim to transfer your contribution to a future HerCommunity event, hold it as credit towards a future booking, or treat it as a donation towards our community work if you are happy for us to do so. If this causes difficulty, please contact us so we can discuss your individual circumstances.

5. Code of Conduct

HerCommunity is committed to creating welcoming, respectful and inclusive spaces. By booking or attending an event, we ask participants to treat others with kindness, respect personal boundaries, listen without judgement,



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follow facilitator and venue guidance, and avoid behaviour that may cause harm, intimidation or distress to others. HerCommunity reserves the right to refuse entry or ask someone to leave if behaviour affects the safety, wellbeing or experience of others.

6. Privacy and Data Protection

Personal information collected through bookings, event registrations, enquiries or payments will be used only for purposes connected to event administration, communication, safeguarding, monitoring impact and improving our services. We will handle personal information securely and in line with data protection requirements. We will not sell your personal information to third parties. Please refer to our full Privacy Policy for more information.

7. Safeguarding and Wellbeing

HerCommunity events are community wellbeing activities and are not a replacement for therapy, counselling, crisis support or emergency services. If a safeguarding concern is raised, or if we believe a child, young person or vulnerable adult may be at risk of harm, we may need to share information with appropriate services in line with our safeguarding responsibilities.

8. Questions, Access Needs or Payment Queries

If you have any questions about booking, payments, accessibility, event suitability, transfers or community contributions, please contact HerCommunity before attending. We are happy to discuss reasonable adjustments where possible and support people to access our events safely and comfortably.

By booking a HerCommunity event, you acknowledge that you have read and understood this policy and agree to support our respectful community approach.

Contact Information

Email	Hercommunitywellbeing@outlook.com
Website	www.hercommunity.co.uk
Location	Birmingham, Sandwell and the West Midlands