

# COMMUNITY CHARTER



## Connected Covered Supported

### **Vision**

To support and nourish celebrants, help them enjoy a better professional life and form career-long supportive relationships

### **Purpose**

To provide a supportive community, professional insurance and professional development at an affordable rate for UK celebrants

### **Our Community**

Civil Celebrant Connection is committed to creating and sustaining a supportive community of professionally insured celebrants who are striving to be their best, accepting that we are not perfect and are always learning

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## **As a member of the Civil Celebrant Connection Community you will get:**

- Access to training and workshops for practicing celebrants every quarter
- Resources related to training, workshops and CPD events you attend
- To take part in peer supervision groups
- Invited to adhoc training and development workshops at special community rates
- The quarterly newsletter with all the latest updates for our community and you'll be offered the opportunity to contribute
- Cover in the Civil Celebrant Connection Community group scheme for public-liability and professional indemnity insurance
- Access to the private Civil Celebrant Connection FaceBook group

## **As a member of this Community you agree to:**

- Abide by the Civil Celebrant Connection Community Code of Conduct
- Assist in creating a supportive and safe atmosphere for our community
- Treat other members of your community and the leadership team with courtesy and respect
- Be professional in your dealings with other community members and the leadership team
- Pay your annual subscription fee by the due date

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## Community Code of Conduct

- Maintain the highest standards of business, professional and personal conduct
- Show care for your community and the celebrants within this community
- Treat all members of this community with respect and kindness
  - Healthy debates are natural, but kindness is required. Please watch how you speak to people, (especially those you disagree with!)
- Act with integrity:
  - Keep your clients details confidential unless you have permission to share.
  - If you need to vent; don't name your clients, colleagues or organisations or reveal details which could identify them. Speak generally about the situation if you need advice or to offload.
  - No naming or shaming of specific industry colleagues or organisations (Funeral, Wedding or Celebrant industry)
  - Avoid name-calling - label behaviours / actions NOT people
- Stay calm!
- Take responsibility for your ongoing professional development
- Turn up on time:
  - To Connecting Celebrants Conferences
  - To training, workshops and returning from breaks
  - To webinars and community events
- Respect the confidentiality of this community
- Be honest
- Be flexible and be willing to accommodate changes as the community evolves
- Strive for clear communication with everyone in the community
- Bullying and / or harassment will not be tolerated
  - Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender or identity will not be tolerated.

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## What the Community will do for you:

- Reserve your place at the quarterly Connecting Celebrants Conference
- Enrol you into our group celebrant insurance scheme
- Introduce you to like-minded peers
- Arrange peer supervision groups every quarter
- Keep you updated via our quarterly newsletter
- Offer you the opportunity to contribute to the newsletter .
- Add you to our private Civil Celebrant Connection Facebook group
- Answer your emails within 48 hours
- Keep you informed of special training or CPD offers

## What the Community does not do:

- We are not a replacement for professional supervision and we highly recommend having regular business supervision sessions with an experienced, mature, qualified celebrant who offers one-to-one or group business supervision and / or counselling with a qualified counsellor
- We are not a lobbying group and do not campaign
- We do not have a celebrant directory
- We do not currently offer NEW celebrant training
- We do not curate a general bank of poems / readings / general resources and scripts

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## Refunds and Cancellation Policy

By making your payment you commit to joining the Civil Celebrant Connection community for the coming year.

It is non-refundable (except in the cancellation circumstances described – see below).

## Cancellation Policy

You have a right to cancel your membership without giving any reason within 14 days of entering into the contract. In order to exercise your right to cancel, you must inform us of your decision in writing (letter sent by post or email). You are advised to retain proof that you have informed us.

To meet the cancellation deadline, you should let us know that you wish to cancel before the cancellation period has expired. If you cancel this contract within this period, We will refund you without undue delay and not later than 14 days after the cancellation notice has been received. You will not incur any fees as a result of the reimbursement.

You are **not** entitled to a refund if you're removed from this community for breaching the Community Charter.

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## Complaints Policy

If you have a complaint about:

### The Community Leadership

- Please email [admin@civilcelebrantconnection.com](mailto:admin@civilcelebrantconnection.com) giving a full explanation of the issue and we will endeavour to resolve this with you
- Initial responses will be sent within 48 hours
- Next steps and proposed action to be sent within 7 days of initial response

### A Community Celebrant

- Please where possible, speak with the celebrant concerned and aim to resolve this calmly and professionally directly with them
- If you are concerned that a celebrant has broken the code of conduct, please contact us and provide evidence OR your testimony plus at least one other witness for the leadership to consider
  - Initial responses will be sent within 48 hours
  - Next steps and proposed action to be sent within 7 days of initial response
  - If you are concerned that a celebrant has broken the code of conduct, please contact us and provide evidence or your testimony plus at least one other witness for the leadership team to consider
  - Celebrants will be given 7 days to respond to complaints made against them

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## Thank you for joining our community!

We're thrilled you have decided to join Civil Celebrant Connection.


You are a valued member of our professional community.


Rest assured you are now:

**Connected, Covered and Supported!**

 [admin@civilcelebrantconnection.com](mailto:admin@civilcelebrantconnection.com)

 07525 997944

 [www.civilcelebrantconnection.com](http://www.civilcelebrantconnection.com)

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