

c2c Charities Scheme

Registration and Acceptance

- Charity must be registered with either:
 - ✓ [Charities Commission in England & Wales](#)
 - ✓ [Charities Commission in Scotland](#)
 - ✓ [Charities Commission Northern Ireland](#)
- All Charities must be registered for a minimum of 2 years.
- All Charities must present a minimum of 2 published accounts to the Charities Commission.
- All Charities must hold membership with the Fundraising Standards Board (FRSB).
- Accounts must be complete and submitted on time. Where there is a failure to submit accounts, Minimum of previous 3 accounts must be complete and on time.
- Applications may only be made by an employee or administrator approved by the charity to facilitate charity collections.
- All Charities must NOT have any declared periods of non-registration.
- Charity objectives should not relate to or promote issues for which there are strongly held views for or against by the public.
- Collections will not be permitted if they are judged as likely to result in adverse publicity or if there is risk of damage to c2c brand or reputation.
- c2c does not permit the use of Third Party 'Professional Fundraisers' whereby a payment exchange between the charity and Third party may occur.
- c2c reserves the right to refuse permission to any organisation.

Disclosure Certificates

All collectors will be required to present a Basic Disclosure certificate alongside a Letter or email of Authority (LOA) issued by c2c before commencing a collection event.

Exemptions:

At the discretion of c2c, we may exempt the requirement for a basic disclosure to be presented.

This includes circumstances where the Charity can provide proof that arrangements are in place to collect the funds from the station (directly from the collector). This can include the use of a 'cash in transit' company or member of the fundraising team itself.

Approval for exemption must be obtained from c2c in advance of the collection event.

c2c will not allow a collection to proceed if either requirement not satisfied.

NON Collectors/Carol Singers

If you are not collecting funds (such as carol singers) you will not be required to obtain a disclosure certificate. Any attempt to collect funds during the event will result in the event being terminated.

Schedule for Applications

We understand that as a fundraiser you'd like to receive confirmation of your charity collection application at the earliest opportunity. To facilitate this we have formalised a closing date schedule for applications to be submitted to c2c.

Collecting Month	Collection Type	Deadline for Application
January	(Standard Collections)	1 December
February	(Standard Collections)	1 January
March	(Standard Collections)	1 February
April	(Standard Collections)	1 March
May	(Standard Collections)	1 April
June	(Standard Collections)	1 May
July	(Standard Collections)	1 June
August	(Standard Collections)	1 July
September	(Standard Collections)	1 August
October	(Standard Collections)	1 September
November	(Standard Collections)	1 October
December	(Standard Collections)	1 November
December	(Carol Singing)	15 November

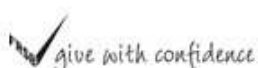
Reporting Results and Resolutions

As part of fundraising on the a c2c station, we require all coordinators to supply results outcomes following the conclusion of events on c2c premises. Our consideration of future applications for collections is based on the compliance with our reporting requirements.

Following a collection, results should be provided within 30 days of the occurring event. Failure to do so will result in a reduction of fundraising considerations without exception. The status of an application must be in compliance by the closing date for the monthly request in line with the "Application Schedule"

Fundraising Code of Practice

c2c are committed to facilitating fundraising collections in line with practices outlined by the [Institute of Fundraising](#)



c2c Charity Scheme Terms and Conditions

PARTIES:

- (1) NXET Trains Limited t/a c2c, part of the National Express Group, a company incorporated in England and Wales (company registration number 07897267) whose registered office is National Express House, Birmingham Coach Station, Mill Lane, Digbeth, Birmingham, B5 6DD ("c2c");
- (2) Registered Charity: (company registered with Charities Commission based in UK) and member of the Fundraising Standards Board (FRSB).

Terms and Reference:

- (1) Collector: Person or persons registered to collect on behalf of the charity for the purpose of collecting funds on c2c premises.
- (2) Letter of Authority: Formal letter or email confirmation of event permitted by c2c(1) subject to terms and conditions highlighted within this document. ("LOA")

General information:

1. c2c hereby grants the named Charity on the LOA non-exclusive right to collect funds in line with restrictions provided under clauses 9-15.
2. Such right to collect is granted subject to the Collector and Charity complying with all the terms of this Authority.
3. Neither the Charity nor Collector is employed by c2c and shall not be deemed as such.
4. c2c reserves the right to amend these Terms and Conditions at any point in time. c2c shall make reasonable endeavours to provide advance notice of changes and updates but may make changes without prior notification or communication. The Collector and Charity accepts responsibility to ensure that he/she complies with and understands the Terms and Conditions of the Charities Licence at all times. The Collector/Charity can obtain clarification and information regarding any updates or amendments via sarah.horton@c2crail.net
5. The LOA is not transferable. It may only be used on the date and at the location presented and must correspond with reports available with the station of event. Misuse or amendment of a LOA will result in the collecting permissions being permanently withdrawn and future permissions terminated by c2c.
6. No collection shall take place unless all required documents are presented to the duty station manager before commencing fundraising duties.
7. No person under the age of sixteen years old shall be permitted to act as a collector.

Required documents:

8. No collection shall be approved to take place without presenting the required documents:
 1. The LOA as produced by c2c
 2. Photo ID (Passport/Driving Licence/Student/MOD)
 3. Disclosure Certificate (see page referring to Disclosure Certificates)
 - i. Where mitigation has been approved, letter from Charity must accompany supporting letter from c2c.

Emergency procedures:

9. The Collector shall promptly comply with any instructions from c2c employees or the emergency services.

Collector's Obligations:

General obligations:

10. The Collector shall obey all lawful instructions of authorised representatives of c2c and all lawful instructions of emergency service staff while the Collector is on c2c's premises (the "Premises"). Notwithstanding the generality of this obligation, the Collector shall also comply with the obligations set out in this Licence.
11. The Collector shall not harass, accost, petition, importune, actively demand, directly approach or request money or interfere in any way with c2c's staff, customers, contractors or visitors. The Collector shall not offend or cause a nuisance to anyone.
12. All Collectors are required to sign in and sign out at the beginning and end of the collecting session using the Visitor Pass Scheme. This scheme is further outlined in the Guidelines to this document. For the avoidance of doubt, this clause requires the Collector to follow the procedure for signing in and out of the station as well as to follow emergency evacuation procedures. Failure to comply with this clause shall be deemed by c2c to be a serious breach and shall result in the LOA being immediately revoked.
13. Whilst on c2c's premises, Collectors are required to wear the Visitor Permit with which they are issued.

Emergency Evacuation Procedure:

14. Collectors are required to comply with the Evacuation Procedure for Visitors. Collectors must comply with the instructions of station staff and/or emergency services personnel and leave the station by the directed route without hesitation. Upon leaving the station, the Collectors must immediately report to and remain at the Staff Assembly Point (SAP) until a member of c2c staff has identified the Collectors on the Visitor Register. During an evacuation, the Collectors must not leave the station of collection. They should return following the incident to sign out or contact the Charities Helpline. Failure to comply with this requirement shall result in the Charities future collections being immediately terminated.
15. The Collector is not allowed to bring bicycles, unicycles or pets onto c2c premises. The Collector shall bring no item onto the station which is likely to create a hazard.

Behaviour and Presentation:

16. The Collector shall be neatly clothed, clean, orderly and polite at all times while on the Premises for collecting purposes.
17. The Collector shall not adopt an appearance or carry out a performance which, in the opinion of c2c, tends to attract a static crowd.
18. The Collector shall not adopt an appearance or carry out a performance which, in the opinion of c2c, may cause offence to c2c and its staff, its agents, sponsors or customers.
19. The Collector shall not be intoxicated, consume alcohol or drugs, smoke, create litter or consume significant quantities of food when on the Premises.
20. c2c will not tolerate violence or abusive language directed towards its staff or customers.
21. c2c will not tolerate vandalism, theft, graffiti, or any other criminal act within the Premises.
22. The licence may be revoked immediately if the Collector is identified as committing any of the acts outlined in clauses 19-21.
23. In the event of any terms outlined under the Behaviour code of conduct, c2c will report the incident to the British Transport Police.
24. The Collector shall not do anything to harm c2c's brand or its sponsors' or agents' brands and the Collector shall not be defamatory or derogatory of any person.
25. The Charity shall promptly inform c2c's Charities Scheme or its Agent if he or she is convicted of a crime or breaches any of c2c's bye-laws.
26. This Licence may be withdrawn by c2c in the event that the Collector is identified as having been convicted of any crime, or has a criminal record which, in the opinion of c2c, renders the Collector unsuitable to collect on c2c's premises.

Collecting obligations:

27. Every Collector shall carry a collection box.
 1. All collecting boxes shall be numbered consecutively and shall be securely sealed in such way as to prevent them being opened without the seal being broken.
 2. All money received shall be immediately placed in the collecting box.
 3. Once full. The collector may not re-use the collecting box during the course of the collection.
 - i. The collecting box may be re-used only in the event that the box is opened and the contents placed in a secure receptacle. The collecting box shall be re-numbered according to the sequence recorded.
28. The Collector shall remain within the area designated for his or her collection by c2c while collecting. The Collector shall not place or leave unauthorised obstacles on or about the Pitch. The Collector shall ensure that his or her equipment, including any receptacle for cash, remains at all times during a collection within the boundaries of the Pitch.
29. Other than on the identified by the LOA, the collector shall at no time collect in any other area of c2c's premises, stations or trains.
30. The Collector must display the name of the charity on the front of collection buckets which must be visible from a reasonable distance (15 ft min requirement)
31. The box ("for Collection of funds") must be and remain sealed using an authorised seals at all times. Should the seal break or become damaged the Collector must not use the bucket for collecting.
32. The Collector shall not offer goods or merchandise for sale, distribute items (with or without charge) or advertise third party brands, products or services on the Premises without expressed permission of c2c.
33. The Collector must only solicit funds by referencing the expressed activities highlighted as the objectives of the charity as published on the Charities Commission.
34. c2c reserves the right to instruct the Collector to suspend or cancel a collection or immediately to leave the Premises for safety or operational reasons or (without limitation) on any other reasonable ground.
35. c2c will not accept any liability for the damage or loss of any equipment or personal effects used during Collection Event.
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37. The Collector acknowledges and agrees that he/she is partaking in the Charities scheme at his/her own risk and that c2c shall have no liability for any misadventure which may occur to him/her which is not the fault of c2c, save to the extent that it is impossible at law to exclude such liability.

Payment of Fundraisers and distribution of funds:

38. c2c does not permit the use of 3rd party 'professional' fundraisers for the purpose of raising money on c2c premises.
39. All funds raised on c2c premises should be paid in full directly to the charity on completion of the fundraising event.
40. Collectors may only raise funds for the purpose of donation to a registered charity (standard fundraising).
41. Collectors may be paid a nominal remuneration to cover reasonable travel expenses only.
42. Any payment of the fundraiser is not permitted by using division of funds raised on c2c premises.

Equipment, personal effects, damage and loss:

43. The Collector shall indemnify c2c against any costs incurred as a result of breach by the Collector of the terms of this Licence.

44. The Collector is responsible for the safe carrying of all their equipment (Collection Buckets). Staff are not available to help the Collector to carry their equipment. Note this clause applies also during an emergency.
45. c2c are not obliged to provide any storage facilities for the Collectors personal effects.

Reporting of Collection events/Outcomes

46. The Charity must inform c2c Charities of the outcome of all events within 30 days of the occurrence of the booked event.
47. If for any reason the Charity becomes unable to fulfil their booking, he/she shall notify c2c as soon as possible and in any case no later than five days prior to the agreed date, save in the event of an unforeseen circumstance that is accepted by c2c. In the event of an unforeseen circumstance, the Charity/Collector shall notify c2c as soon as practicably possible.
48. Should the average failure to fulfil bookings exceed 25% of all bookings then c2c Charities reserve the right to withdraw all future collecting activities for the named Collector.

Carol Singing:

49. Fundraisers may raise funds for registered charities, community groups (on approval) or schools (registered with DfE).
50. The Collector shall not use any hazardous or obstructive equipment onto the Premises.
51. The collector is not permitted to use any equipment which requires access to a power supply.
52. c2c Charities does not guarantee access to changing facilities. If you intend to wear costumes or other festive attire, you must arrive in the clothing you intend to wear during your performance.

Miscellaneous:

53. The Collector may not re-assign or transfer the LOA to a different date or location.
54. c2c may at any time revoke or suspend the LOA of a Charity/Collector for any breach of the Terms and Conditions. The Collector acknowledges that they must comply in all respects of the provisions of the Licence and these Terms and Conditions. The Collector also acknowledges that if it is found that they have obtained a LOA dishonestly that the LOA and all future application requests may be revoked.
55. By proceeding with your collection event the Collector has agreed with these Terms & Conditions the Collector agrees to abide by the Terms and Conditions identified herein.

Sharing of information:

56. c2c reserves the right to share information about participants of the Charities scheme when requested under the Freedom of Information Act 1998.
 1. By participating in the c2c Charities scheme you agree to c2c sharing of information about collection events and scheme participating charities with our partner agencies including but not limited to:
 - i. FRSB
 - ii. Charities Commission
 - iii. British Transport Police
 - iv. Metropolitan Police
 - v. Essex Police
 - vi. ATOC
 - vii. TfL
57. c2c reserves the right to publish or otherwise make public details relating to your collection/event, including photographic and financial gains information.