

Quality, Standards & Performance  
School Improvement, Governor Services & NQTs  
Charging and Cancellation Policy  
March 2017 v1

## Introduction

A review of our course charges/cancellation and non-attendances has been undertaken and the following changes will be implemented from 1 April 2017.

Charges are made to all organisations and internal staff for non-attendance unless adequate notice has been given as outlined below.

The demand for places on training events and the cost to Derby City Council in providing training means that every place booked needs to be a place used. Some of our training courses are purchased from external suppliers and we need to ensure that we recoup this cost and the venue costs to enable us to provide the training.

We hold a waiting list for courses that are oversubscribed and would like to offer a place that isn't going to be used to somebody on this list where possible. It is the organisation/delegate responsibility to ensure that booked places are used or cancelled

## Cancellations/Non-Attendance

A cancellation/non-attendance charge of the full amount will be applied if:

- Notification of non-attendance is not received **within 10 working days** of the date of the course or briefing session. The re-charge will apply even if the delegate re-books onto the same course scheduled at a later date.
- When the delegate is off sick and notification is **not** received before or on the day of the course/briefing session.
- No one attends in the place of the delegate.

nb: all cancellations must be received in writing/email.

## What you can expect from us

A decision will be made 10 working days before the course/briefing session/event start date about cancellation if sufficient bookings have not been taken for a course/briefing session/event to run as advertised. Where less than 50% of the minimum number of places have been booked then we will either relocate to a smaller venue if possible or the course/briefing session/event will be cancelled. We will notify all delegates of cancellations or changes to venue due to low numbers and where possible we will reserve a place on the next available course/briefing session/event.

Cancellations may occur after 7 working days in exceptional circumstances only, due to trainer illness for example. Where possible we will reserve a place on the next available course/briefing session/event.

