



EDUCATION AND WELLBEING SLA: CANCELLATION POLICY

If you have any questions about our cancellation policy please do get in touch with your Brook contact.

All cancellations must be made in writing and sent to your Brook contact. If this is not done then you will be unable to benefit from any of the options below.

1. TRAINING FOR PROFESSIONALS

If the training course you have booked is held over more than one day or over several weeks, the course date used for cancellation purposes will always be the first date in the series. If you have started the training and are unable to attend one of the days or part of the training unfortunately no refund or transferring can occur.

1.1 TRAINING YOU HAVE PAID FOR

If you are unable to attend the training course that you have booked onto and paid for you have three options. Your decision needs to be sent to us in writing prior to the event.

- 1.1.1 **Send a substitute in your place:** Someone else from your organisation can attend in your place, however notification of this needs to be sent to Brook beforehand.
- 1.1.2 **Transfer to another course:** This can be done four weeks or more before the date of the original course. You are unable to transfer to another course less than four weeks beforehand. The course that you transfer to has to be within the next 12 months, and you are only able to transfer your booking once. If there is no attendance at a transferred booking, then no refund will be granted.
- 1.1.3 **Receive a refund:** The amount refunded will depend on when you confirm you are no longer able to attend the course and request a refund. The table below states the percentage of the training course cost that will be refunded to you depending on the number of weeks' notice given.

Weeks prior to course date	% refund
13+ weeks	100%
6-12 weeks	75%
4-6 weeks	50%
2-4 weeks	25%
0-2 weeks	0%

1.2 TRAINING YOU ARE RECEIVING FREE OF CHARGE

If you have booked onto a training course free of charge, due to commissioning in the local area, and are unable to attend the training course you have three options. Your decision needs to be sent to us in writing at least two weeks prior to the event or your organisation will be charged to cover our costs.

- 1.2.1 **Send a substitute in your place:** Someone else from your organisation in the same geographical area can attend in your place, however notification of this needs to be sent to Brook beforehand.
- 1.2.2 **Transfer to another course:** The course that you transfer to has to be within the next 12 months and funded by the same commissioner. You are only able to transfer your booking once. If there is no attendance at a transferred booking, then you will be charged to cover the cost of your non-attendance.
- 1.2.3 **Cancel your place:** If you inform us at least two weeks before the training date that you can no longer attend, and do not wish to send a substitute or transfer your booking you can cancel your place with no charge.

If you do not cancel your individual free place or commissioned organisation training at least 2 weeks in advance of the training starting you will be charged as follows:

Training type	Charge
Individual – half day or less	£30
Individual – half day to full day	£60
Organisation – 2 hours or less	£100
Organisation – 2 hours to half day	£200
Organisation – half day to full day	£400

If the training lasts more than one day you will be charged the above rate for each day.

You will be sent an invoice for the charge and request to pay within 30 days.

2. YOUNG PEOPLE'S EDUCATION / CONSULTANCY

If the education or consultancy you have booked is held over more than one day or over several weeks, the date used for cancellation purposes will always be the first date in the series. If you have started the education or consultancy and you are unable to accommodate one of the days or part of the education or consultancy, unfortunately no refund or transferring can occur.

2.1 EDUCATION / CONSULTANCY YOU HAVE PAID FOR

If you are no longer able to accommodate an education session (including one to one work) or consultancy in your setting at the time and date booked that you have

paid for, you have two options. Your decision needs to be sent to us in writing prior to the event.

2.1.1 Transfer to another date or time: This can be done four weeks or more before the booked date. It is not possible to transfer to another date less than four weeks beforehand. The date that you transfer to has to be within the next 12 months, and you are only able to rearrange your date once.

2.1.2 Receive a refund: The amount refunded will depend on when you confirm you are no longer able to accommodate the education or consultancy and require a refund. The table below states the percentage of the cost that will be refunded to you depending on the number of weeks' notice given..

Weeks prior to course date	% refund
13+ weeks	100%
6-12 weeks	75%
4-6 weeks	50%
2-4 weeks	25%
0-2 weeks	0%

2.2 EDUCATION / CONSULTANCY YOU ARE RECEIVING FREE OF CHARGE

If the education session (including one to one work) or consultancy were provided free of charge, due to funding from a commissioner, and you are unable to continue with the booking you have two options. Your decision needs to be sent to us in writing at least two weeks before the booked date or your organisation will be charged to cover costs of the cancelled education / consultancy.

2.2.1 Transfer to another date or time: Booked education / consultancy can be transferred to another date if done so two or more weeks before the original date. Bookings can only be transferred to a new date once.

2.2.2 Cancel the booking: If you inform us at least two weeks before the booked date that you can no longer continue with the education / consultancy booking and do not wish to transfer the booking you can cancel it with no charge.

If you do not cancel your commissioned education at least 2 weeks in advance of the education starting you will be charged as follows:

Education / consultancy length	Charge
2 hours or less	£100
2 hours to half day	£200
Half day to full day	£400

If the education lasts more than one day you will be charged the above rate for each day.

You will be sent an invoice for the charge and request to pay within 30 days.



3. CANCELLATION BY BROOK

If Brook cancels education or training for any reason we will notify you at least two weeks before the booked date. You will be given the following options if this does occur:

- 3.1.1 **Transfer to another date or time:** If possible a new date will be chosen for the planned education or training session for all participants to transfer on to. This however may not always be possible.

If you are a training participant you could also transfer onto another Brook training course at a different location/ date.

- 3.1.2 **Receive a refund:** If you have paid for the education or training a full refund will be given.