

BOOKING CANCELLATION POLICY - TRAINING

Enterprising Youth has set up this policy to assist all types of business activity taking place.

We understand that occasions arise which necessitate clients/companies to cancel their training course or projects due to unforeseen circumstances, and we therefore try to be flexible in our approach to each individual case. Obviously though cancellations have an effect on our costs and resources, i.e. room organisation, staff time, planning, tutors, catering and we must try to ensure that all parties are not disadvantaged through loss of earnings etc. Any such issues are resolved at the discretion of Enterprising Youth.

TRAINING:

Public Courses (Open Course Bookings)

Clients cancelling a course booking, changing course date or switching courses, delivered by Enterprising Youth, must do so at least 20 working days in advance in order to avoid paying a 50% cancellation fee. If Cancellation notice is received less than 10 working days prior to the course date, the cancellation charge will be 100% of the training fee.

Weeks before the date of training / project start	Cancellation Fee	Fees Returned
More than 8 weeks	No fee - Full refund of the course fee	100% (Full refund)
8 to 4 weeks (21-40 working days)	50% of the course fee	50% (Part refund)
4 to 2 weeks (10-20 working days)	75% of the course fee	25% Refunded
Less than 2 weeks (0-9 working days)	100% of course fee is NOT refundable	No Refund

Customised Training

For training that is delivered on a client's site, there is no penalty if a cancellation notice is received at least 20 working days prior to the onsite training date. If a cancellation notice is received by Enterprising Youth less than 20 working days but more than 10 working days prior to the training date, the cancellation charge is 50% of the training fee. If a cancellation notice is received by Enterprising Youth less than 10 days prior to the training date, the cancellation charge is 100% of the training fee.

Weeks before the date of training / project start	Cancellation Fee	Fees Returned
More than 4 weeks (21+ working days)	No fee - Full refund of the course / project fee	100% (Full refund)
Less than 2 weeks (10-20 working days)	50% of the course fee / project fee	50% (Part refund)
Less than 2 weeks (0-9 working days)	100% of the course / project fee is NOT refundable	No Refund

Funded Training

Many of our courses/training programmes are funded, however, we can only receive this on full and successful completion of the course/training and along with all associated paperwork.

If a client is partnering with us for a funded project and receiving delivery of the project, and needs to cancel or withdraw from their training we have no alternative but to pass onto the partner concerned the full cost of the funded element of the project. This will be agreed with partners at the time of sign up stage (when the partner is agreeing to us working together) and we will not be able to proceed without this agreement. The exact amount of potential fees payable will depend on the specific course and circumstances.

CHANGING OR CANCELLING A TRAINING BOOKING

To change or cancel a booking, you must inform us by calling 0161 410 3232 or let us know of your decision to cancel the contract by emailing: dawn@enterprisingyouth.org.uk.

Please clearly state your intention to change or cancel your course booking.

Cancelling a Booking Registration

To meet the cancellation deadline, it is sufficient for you to email or call us leaving a voicemail if necessary, before the cancellation period has expired.

Changing a Booking Registration

You may reschedule a booking registration one time, without penalty, by notifying Enterprising Youth at least 10 working days prior to the date of the training.

If you reschedule the booking registration more than once, or reschedule less than 10 working days before the training date, you will be charged a 50% rescheduling fee.

Substituting Registrants

Customers wishing to substitute a registered delegate from the same company need to first check with Enterprising Youth that this is acceptable. All substitutes must meet the course prerequisites. If agreed, you may do so up to the commencement of the course without penalty, other than any substitution costs incurred by Enterprising Youth. Examples include registrations with validating bodies, provision of additional needs support etc.

No-shows

If you register for training and fail either to appear or to send a substitute, you are liable for the full training fee, as if you had attended the training.

CANCELLATION OR RESCHEDULLING BY ENTERPRISING YOUTH

Whilst every effort is made to avoid changes to our programme, Enterprising Youth reserves the right to withdraw any training course at anytime. If for any reason Enterprising Youth cancels a course (for example, due to low attendance or instructor illness), all course fees will be returned in full.

However, we cannot reimburse the cost of any pre-booked travel arrangements and suggest that you might like to consider travel insurance to cover any significant costs incurred.

If training is cancelled or rescheduled, Enterprising Youth will contact registrants via email at least one week prior to the originally scheduled start date, unless there is exceptional circumstance.

If you have any further questions about our cancellations policy, please contact us on 0161 410 3232 or via email to dawn@enterprisingyouth.org.uk

<i>By Signing this form you are agreeing to the terms and conditions stated in our booking and cancellation policy.</i>	
Signed:	Date:
Full name:	
Company name:	

Business Terms and Conditions

- 1.1 Enterprising Youth C.I.C (“Enterprising Youth” or “Company”) provides training, conferences and events. You are able to book places for these events on the Company’s website, e-mail or by telephone. Submission of a booking constitutes an offer to purchase a place on the relevant training or conference event.
- 1.2 When you submit a booking, we will send an email confirming receipt of your booking request. This communication is for information purposes only and does not constitute our acceptance of your booking. We will be deemed to have accepted your booking when we issue our invoice for the relevant training or conference event, at which point a binding contract shall be formed between us. If your booking cannot be accepted for any reason, we will notify you.
- 1.3 Invoices are payable within 30 days and, in any event, prior to the training or conference date.
- 1.4 If you are not able to attend, substitutions for any training or conference event are welcome at anytime. There will be no additional charge for delegate name changes. In addition, you are entitled to change your booking to a later date, provided the same course is being delivered later in the year.
- 1.5 If you wish to cancel your attendance at any training or conference event, this must be submitted by email or phone/voicemail. We will process a full refund on this basis provided the required notice is given. If you confirm your booking within 20 working days of the relevant training or conference date, then no cancellation period shall apply.
- 1.6 Non-attendance for any training or conference event is deemed to be a cancellation with no notice and therefore full payment is due.
- 1.7 If you have booked on a free training or conference event there shall be no charge for your attendance and no applicable refunds.
- 1.8 We reserve the right to modify or revise the content for a relevant training or conference event without notice.
- 1.9 No written content or material provided at training or conference events shall be reproduced without our prior consent.
- 1.10 Discounts for training, conferences or events shall be applied to customers of the Company who already have an active service level agreement at the date of the booking.
- 1.11 Enterprising Youth CIC does not accept any liability relating to the venue operator for the training, conference or event and provision of its relevant services.

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