



Early Years – Cancellation Policy

Cancellation 5 working days or MORE before the course date

All cancellations must be made via the SLA or by email to the early.years@brighterfuturesforchildren.org inbox by the delegate or their manager. No telephone cancellations will be accepted.

Cancellation LESS than 5 working days before the course date

Notification must be made via the SLA or by email to the early.years@brighterfuturesforchildren.org inbox. A charge of 50% of the training course per person per training day will be incurred unless there are exceptional circumstances.

Unforeseen circumstances:

If you are unable to attend the course due to unforeseen circumstances, email notification from the delegate or manager must be sent to early.years@brighterfuturesforchildren.org and consideration will be given to a waiver of the charge. This is at the discretion of the Early Years team.

Charges will be made where there is non-attendance due to:

- Other work pressures
- Annual leave bookings
- Course booked in error
- Applicant forgot or went to wrong location

Charges are unlikely to be made where:

- There is a personal or family emergency
- Compassionate leave has been given
- Staff has reported in sick using absence reporting policies and procedures

It is the responsibility of the delegate or their line manager to report the absence

to: early.years@brighterfuturesforchildren.org

Substitutions

Substitutions are welcome, provided the team are notified in advance.

Transferring to a later course

Any delegate who wishes to transfer to a later course date and sends written notification to early.years@brighterfuturesforchildren.org less than 5 working days before the course will be charged 50% of the training course per person for the cancelled date.

Cancellation by the Early Years Team

The Early Years team will use their discretion to cancel sessions if the minimum number of participants isn't met. Notification will be given 4 working days prior to the session taking place by email to the email address provided at the time of the booking.