

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.

Cancellation LESS than 24 hours and non-attendance

Non-attendance and cancellations that are made with less than 24 hours' notice will be charged the **full cost** of the training.

The **full cost** of a session will be made where there is non-attendance to a free session that has been subsidised by the Early Years team.

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 waiver the charge. This is at the discretion of the Early Years team.

It is the responsibility of the delegate or their line manager to report the absence to: early.years@brighterfuturesforchildren.org

Transferring to a later session

A delegate who wishes to transfer to a later session and sends written notification to early.years@brighterfuturesforchildren.org less than 48 hours before will be charged 50% of the fee for the cancelled date.

Substitutions

Substitutions are welcomed and no prior notification needs to be given.

Priority bookings

If two or more sessions are booked by your setting and not attended/cancelled by you or if there are any outstanding payments for training, you will not be given priority for future sessions until the issues have been resolved.

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 by email to the email address provided at the time of booking.