



Early Years – Cancellation Policy

Cancellation five 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 five 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.

Non-attendance of free training

There will be a £20 non-attendance fee for any free training that is not attended and no prior notice is given. A session that is free and has been subsidised by the Early Years team will incur a charge of the full cost of the session for non-attendance.

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.

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

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 fee per person for the cancelled date.

Substitutions

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

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