



## **Devon Children and Families Partnership - Training Cancellation Policy**

### **Partner agencies**

If you work for a partner agency and cancel your place with more than 4 week's notice there will be no charge. If you cancel your place with less than 4 week's notice you will not be able to transfer your booking to an alternative date and your service will be charged the full course cost, unless you find a substitute to go in your place. The substitute must be registered on the system and you must provide their details before the course is due to run – this will allow your cancellation to link to the substitute's booking.

If you “no show” on a course, your service will be charged the full course cost.

### **Non-partner agencies**

If you work for a non-partner agency and you cancel your place with more than 4 week's notice you will not be charged. If you have already paid for your course you will not be given a refund but will have the opportunity to book on an alternative date or nominate a substitute to go in your place. The substitute must be registered on the system and you must provide their details before the course is due to run – this will allow your cancellation to link to the substitute's booking.

If you cancel your place with less than 4 week's notice your course payment will be retained (you will not be given a refund). You will not be able to transfer your booking to an alternative date but you may nominate a relevant substitute to go in your place. If you nominate a substitute you must ensure that they are registered on the system and you must provide their details before the course is due to run – this will allow your cancellation to link to the substitute's booking.

If you “no show” on a course your service will be charged the full course cost.