

Non-attendance and Cancellation Fees Policy

Please take the time to read our 'non-attendance and cancellation fee' policy. When booking a place on a session or course, the employer of the participant will be subject to our non-attendance and cancellation fee policy.

Policy

A cancellation received four or more working days prior to the session start date will not be charged. Any cancellations made within the three working days leading up to the start date will incur in Early Years Training retaining the total course fee. This includes courses that run for a number of days. Alternatively you may send another member of staff from the same setting.

The day you make your cancellation is classified as working day one. We refer to working days as Monday to Friday.

Employers and childminders may also be charged if a course participant arrives more than 15 minutes late to a session and as a result is turned away by the facilitator.

Cancellation fees are based on the duration (number of days) of the session booked.

Non-attendance and cancellation fees will not be applied to courses where there is an upfront attendance fee.

If we cancel

We reserve the right to cancel or postpone any course due to unforeseen operational difficulties or insufficient delegate numbers. If this happens, we will inform you as soon as possible using the contact details provided on the booking form. An alternative date will be offered if possible, otherwise a refund will be issued.

Please find our cancellation fees listed below.

MPVI childcare settings	Schools/Children Centres	Registered Childminders
£100 per day of training (Two day course = £200 etc.) Half a day session charged at £75	£100 per day of training (Two day course = £200 etc.) Half a day session charged at £75	£50 per day of training (Two day course = £100 etc.) Half a day session charged at £25