

RESERVATION AND CANCELLATION POLICY 2018

Reservations will be accepted by post or email on an original, photocopy or printout of the reservation form, ONLY when accompanied by confirmed payment as below:

- Cheque is received, checked and banked
- A hard or electronic copy of the requesting organisations official purchase order is received. A purchase order number or requisition form by itself will not be accepted.
- BACS remittance advice received by the Andrew Sims Centre (ASC), or confirmation from SBS Cash Receipting that the BACS payment has been received and coded to the ASC budget.
- For LYPFT staff only, a budget code, budget manager's name and signature, or a copy of their approved study leave form with this information on it.
- Reservations received via the online booking system are automatically accepted as confirmed payment has been accepted via the PayPoint payment system.

Reservations are not accepted by phone, unless payment is made by credit card and all details required on the booking form are provided over the phone.

For courses likely to be oversubscribed, a provisional reservation can be held provided a copy of the reservation form is received. Payment must be received before a firm reservation can be made and the client must confirm their wish to attend the course (and provide payment) at least two weeks prior to the course occurring, or when the course oversubscribes, whichever is soonest.

The ASC will confirm all firm reservations upon accepting and entering the booking onto the ASC reservation system (or at least two weeks prior to the course), unless a late booking is accepted, which will be confirmed immediately.

The ASC will refund all relevant course fees if the ASC cancels a course and, where possible, offer an option to rebook. All delegates will be notified by email confirming the cancellation. All refunds must be processed within one week of the cancellation.

Delegates External to LYPFT

- Cancellations **MUST** be received in writing at least two weeks prior to the course date to be entitled to an 80% refund of the course fee (a 20% administration fee will be charged).
- Cancellations received less than two weeks from the course date will not be refunded but we will accept a substitute delegate in their place.
- Delegates who do not attend the course and have made no attempt to cancel their place beforehand will also be charged the full fee.
- Delegates are responsible for their course or cancellation fee if their Trust or Organisation does not pay.

Delegates within LPFT (Internal)

- Cancellations received up to five working days prior to the course will be fully refunded
- Cancellations received closer than five working days and delegate who do not attend the course will be charged at 50% of the full course fee to cover ASC incurred costs unless the place is filled by a substitute delegate.
- Delegates are responsible for their course or cancellation fee if the Trust does not pay.

The ASC's authorised manager reserves the right to use discretion in dealing with cancellations where special extenuating circumstances exist. If appropriate, medical evidence can be requested by the ASC to support a waiver of cancellation fee charges.