



EVENTS CANCELLATION POLICY

The Campaign for Learning (referred to in this document as 'the Campaign') is committed to providing high quality events to all its customers. We recognise that on occasions delegates will book onto events and subsequently find that they are unable to attend. In these situations we ask that customers notify us of their need to cancel an event booking as soon as possible. Similarly, the Campaign will on occasion find it necessary to cancel an event and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

The information below outlines the action to be taken in case of cancellation.

1. Cancellation by delegates on events for which there is an attendance charge:

1.1 General

If you need to cancel your booking/s for a chargeable event, our cancellation policy is as follows:

1.2.1 Please send cancellation details to the event organiser by email or by telephone.

1.2.2 Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc), so we can ensure that we offer them the best possible service at the event.

1.2 Full Day Events

1.3.1 If you notify the Campaign of your cancellation **up to two weeks prior** to the event, we will provide a full refund or offer a transfer of credit for another Campaign event.

1.3.2 If you notify the Campaign of your cancellation **less than two weeks prior** to the event the full cost will be payable.

1.3.3 Where you have booked a place at an event and do not attend without notifying the Campaign of your cancellation the full fee will be payable.

1.3 Half-Day Events

1.3.1 If you notify the Campaign of your cancellation **up to one week prior** to the event, we will provide a full refund or offer a transfer of credit for another Campaign event.

1.3.2 If you notify the Campaign of your cancellation **less than one week prior** to the event the full cost will be payable.

1.3.3 Where you have booked a place at an event and do not attend without notifying the Campaign of your cancellation the full fee will be payable.

2. Cancellation by delegates on events for which there is no attendance charge:

If you need to cancel your booking/s for a free event, our cancellation policy is as follows:

2.1 Please send cancellation details to the event organiser by email or by telephone. We request that delegates inform us of cancellations as soon as possible so we can reallocate the place to a person on the waiting list. Our events are often over-subscribed and your place can often be filled by another delegate.

2.2 Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc) so we can ensure that we offer them the best possible service at the event.

2.3 The Campaign will accept cancellations and substitutions made up to the day of an event. Cancellations not made in advance of the event are subject to a cancellation fee:

- Free Half Day Event Cancellation Fee – £25
- Free Full Day Event Cancellation Fee – £50

3. Cancellation of an event by The Campaign:

3.1 The Campaign is committed to offering high quality events that meet the needs of delegates and will always aim to run events once delegates have booked onto them. Occasionally circumstances will arise which result in the need to cancel an event. When this is the case the Campaign will take active and positive steps to inform you as soon as possible by phone and/or email. The Campaign reserves the right to modify or cancel any event if unforeseen circumstances arise but we will do our utmost to avoid doing so.

3.2 Where the Campaign cancels an event that you have paid to attend, we will offer you a full refund (or a credit transfer for a future event). Full advice on refunds/credits will be provided at the time of cancellation.