

# CANCELLATION POLICY

**This policy applies to all events both FREE and chargeable**

Up to 7 days prior to course/event commencement places can be cancelled with a full refund.

To cancel; login to your Eventbrite account; on the avatar (top right) click 'tickets', then click cancel order.

Also on the confirmation email from Eventbrite there is a button to ['view and manage'](#) your order online.

Cancellations made later than 7 days prior to course/event commencement are none refundable.

The name of the delegate (the name on the event ticket) can be changed at any time by logging into your Eventbrite account and navigating to 'Tickets' which can be found by hovering over your avatar.

If a delegate from a provision/childminder Does Not Attend (DNA) and we have not been informed this will be noted as DNA.

To ensure the service is able to continue to offer subsidised training and this cost isn't passed onto everybody, we have made the difficult decision to freeze places to providers who continue to not attend; preventing others from accessing the training.

Any provision/childminder who has a record of 3 DNA's within a period of 3 months will not be able to book onto any Early Years Inclusion and Childcare Service training or event advertised on Eventbrite for a period of 3 months from the last DNA.

This freeze can be lifted immediately by the provision/childminder paying the cost of the events missed, in most occasions this cost will be considerably higher than the amount paid at the point of booking. Up to the maximum of £40.00 course.

Please note the freeze applies to the provision (nursery/pre-school etc) not the individual practitioner, therefore providers will not be able to book any training/events during the freeze period. If safeguarding or paediatric first aid certificates are due to expire you will need to source these from an alternative provider.

We know sometimes delegates find it difficult to access virtual training. We will do our best to support you to join the event. Delegates who contact us in these circumstances **will not be recorded as DNA** and if possible an alternative event will be offered.

If support is unable to be offered due to the session taking place out of normal office hours or a continuation of technical difficulties, you must still email [eytraining@leics.gov.uk](mailto:eytraining@leics.gov.uk) at the time that you cannot access the live event so it **will not be recorded as DNA**.

Thank you for your support in this matter; this will enable us to continue to offer a wide range of training opportunities at a subsidised cost for all.

# Please share any feedback

- Email us [eytraining@leics.gov.uk](mailto:eytraining@leics.gov.uk)
- Or call the duty desk **0116 305 7136**

