

## Cancellation Policy

### 1.0 Definitions and Interpretation

1.1 In these terms and conditions the following definitions will have the following meanings ascribed to them:

- “Charges” means the charges which The Staff College incurs
- “Participant” means the participant or organisation that the booking was made for
- “Contract” means the contract formed between The Staff College and the participant for an event which is subject to these terms and conditions;
- “Event” means the event or series of events being held as outlined in the event invitation
- “Parties” means The Staff College and the participant together;
- “Services” means the Services to be provided by The Staff College to the participant as set out in the event invitation
- “The Staff College” is used throughout but does include VSC Plus

### 2.0 Cancellation

2.1 By The Staff College – The Staff College reserves the right to cancel the event in whole or in part, at its sole discretion, if:

- There has been a significant request for change in the contract by the venue e.g. reduction in days or accommodation.
- The event might prejudice the reputation of The Staff College or the venue and/or it is not in keeping with The Staff College’s Equality and Diversity Policy.
- The event venue, or any part of it, is closed or damaged due to circumstances beyond its reasonable control.
- The Staff College is requested to cancel the event by a public authority.

A full refund will be given if the event is cancelled by The Staff College.

2.2 By the Participant – A charge will be levied when a participant:

- Cancels their booking, after completion of a booking form
- Cancels an element of the event e.g. programme session/ additional costs

Cancellation charges:

More than 3 months before the date of the event – No charge

Between 1 and 3 months before the date of the event – 50% of the fee due for the event or the charges incurred from the venue (whichever is greater)

Less than 1 month before the date of the event – 100% charge

2.3 All cancellations/reductions must be notified to The Staff College in writing, and are subject to charges.

2.4 If the cancelled place is resold no cancellation charge will be applied.

- 2.5 No credit or refund will be provided for meals and/or other elements of an event not utilised.
- 2.6 If a participant completes and submits a booking form for an event, no refund will be given if they later cancel their place, as the booking form constitutes a contract, and is therefore deemed to be a commitment to pay. Appropriate substitutes can be sent if possible.
- 2.7 If a free place has been booked from a subscribing authority and subsequently cancelled, the place will not generally be transferable to another date but appropriate substitutes can be sent as highlighted in 2.6.
- 2.8 All chargeable events must be paid for in advance of the event, either 28 days after the invoice is received, or a week before the event (whichever is sooner).
- 3.0 Payments
- 3.1 Where possible, an invoice will be sent at the time of booking. Payment will be due within 28 days of the date of invoice. If the event is within 28 days, full payment should be made prior to the event. Payments can be made online or over the phone.