

## INTERFACE ENTERPRISES LTD: CANCELLATION POLICY

### Policy for Open Training Courses

#### **Cancellation by Delegate**

Please note that we cannot offer a refund for cancellation of courses which have been booked and confirmed.

#### **If you cancel prior to your training date:**

- We cannot offer a refund but we can offer a subsequent course of the same value; or
- You can find a substitute to attend the course in your place. (as long as they are not already booked on the same course on a different date).

#### **Sending someone else in your place**

Substitution nominations will be accepted in all cases without incurring any additional charges. All substitute delegates should be confirmed in writing to:

[training@interfaceenterprises.co.uk](mailto:training@interfaceenterprises.co.uk)

#### **Non-attendance:**

- In the event of non-attendance on the day a charge of 100% of the course fee per delegate will be due.

#### **Cancellation by Interface Enterprises**

If there are insufficient delegates registered on a course, Interface Enterprises reserves the right to cancel the course and a full refund will be given.

### Policy for Consultancy and Bespoke Training

#### **Cancellation by Organisation**

This policy applies to in-house training activities and consultancy, booked with or through Interface Enterprises. Once committed to providing an in-house training course or consultancy assignment, we will undertake to deliver the work to the specification and quality standards of the commissioning organisation.

#### **Once a date has been agreed for the delivery of the work the below policy will apply:**

- If work is either cancelled or rescheduled within **5** working days of the agreed start date, there will be a charge of **100%** of the agreed fee.
- If work is cancelled or rescheduled **6 to 15** working days of the agreed start date, there will be a charge of **50%** of the agreed fee.

- If work is cancelled or rescheduled **16 to 30** working days of the agreed start date, there will be a charge of **35%** of the agreed fee.
- If at the time of cancellation work is rescheduled to take place within six months of the original date, an additional fee will be charged to cover administration at **25% of the contract value**, with a **minimum charge of £250**.
- If the event does not take place on the rescheduled date cancellation fees of **100%** will be charged. No further re-scheduling of the date will be accepted.
- If work is cancelled at a stage in the contract where it is more than **50%** complete there will be a cancellation charge of **75%** of the total agreed fee.
- If work is cancelled during the contract where it is more than **75%** complete there will be a cancellation charge of **100%** of the agreed fee.

Where several dates have been agreed for the delivery of the work then the appropriate cancellation charge will be applied for each individual date.

All cancellations should be confirmed in writing to:

[wendy.weal@interfaceenterprises.co.uk](mailto:wendy.weal@interfaceenterprises.co.uk) or [rowland.charles@interfaceenterprises.co.uk](mailto:rowland.charles@interfaceenterprises.co.uk)

### **Cancellation by Interface Enterprises**

If the consultant assigned to undertake an in-house training course or piece of consultancy is unable to deliver the work, we will endeavour to find a replacement consultant at no additional expense to your organisation.

However, in some circumstances it may be necessary to withdraw from the piece of work. **In these circumstances, provided we have given you at least five working days' notice of the cancellation, we will not be liable for any costs incurred by your organisation associated with the piece of work.**