**Cancellation and Re-charge guidelines**

**Introduction**

There is no charge for attending learning and development events, unless otherwise stated on the publicity, which are organised by Workforce Development however cancellation charges will apply in certain circumstances. This document outlines guidelines on cancellation charges for none or partial attendance on training courses.

**Who is this applies to?**

Walsall’s entire adult social care workforce including partners, independent and voluntary sector organisations.

**There will be no charge applied under the following circumstances:**

* Delegates arrive punctually and stay for the duration of the session.
* If the delegate is unable to attend and contacts the HR Absence and Customer Support team at least three weeks prior to the event ([HRAbsence&Customersupport@walsall.gov.uk](mailto:HRAbsence&Customersupport@walsall.gov.uk))
* If the delegate is unable to attend a suitable substitute is arranged and HR is informed prior to the event.
* The delegate is off sick and a member of the HR Direct Services is notified either before or on the day of the course/session.

**A charge will be applied under the following circumstances:**

* If notification of non attendance is not received 3 weeks prior to the session taking place (the re-charge will apply even if the delegate re-books onto a later date).
* If the delegate is off sick and notification is not received before or on the day of the training session.
* No substitute attends in the place of the delegate.
* If the delegate arrives more than 15 minutes late you will not be permitted to attend and a recharge will be applied unless evidence of extenuating circumstances can be provided.
* If the delegate informs the facilitator they need to leave early.

If you incur a recharge, your organisation/service will be sent an internal journal on a monthly basis.

Please note that during the booking process you will have agreed to our terms and conditions set out in our Code of Conduct.

**Rate of cancellation charges**

• £60 per half day or briefing sessions

• £105 per day