

## Kent, Surrey and Sussex Leadership Academy Cancellation Policy

April 2017

This cancellation policy aims to ensure maximum utilisation of Kent, Surrey and Sussex Leadership Academy's (KSSLA) programmes.

Clearly communicating our approach to cancellations will enable us to effectively manage non-attendance and will allow us to offer cancelled places to other individuals to ensure maximum utilisation benefit. It will also ensure that organisations avoid the original sponsor or individual being charged under this policy if sufficient notice is given.

**Cancellations should be made in the first instance by email at the first available opportunity.** This can be followed up with a phone call if necessary; however email will be considered as the formal notification in all circumstances. In return, confirmation of your cancellation will be sent by email.

If the participant has gone through a full application process to secure their place prior to cancelling, KSSLA will endeavour to offer their place to another applicant for that programme. Should this not be possible, due to short notice, the original cancelling participant will be charged for their non-attendance.

Should a participant only be able to attend less than half of a programme/event due to late arrival or early departure, (after 11am and before 3pm) this will be registered as non-attendance of the programme and a cancellation charge will be applied.

Where a programme requires full attendance over a series of workshops, attendance at all elements of these programmes is expected. Failure to attend all sessions will have an impact on both personal development and programme delivery and will therefore incur charges as noted.

### Charges for Cancellation

Where a firm booking has been accepted by KSSLA and is subsequently cancelled or the delegate did not attend without notice (DNA) for any reason whatsoever (other than for a reason that KSS Leadership Academy determines is an extenuating circumstance), the customer will be liable for the following charges:

Cancellation Timeframe	Charge Incurred
More than 2 working weeks' notice	No charge
Less than 2 working weeks' notice	75% delegate cost
Less than 48 hours' notice ( <i>where no eligible replacement has been identified</i> )	100% delegate cost
Non-attendance ( <i>subsequent to day 1 of a series of workshops</i> )	100% delegate cost