



Course Cancellation Policy

1. We may have to cancel an event due to a situation outside our control; the unavailability of key personnel or key materials; or low booking numbers for an event. We will notify you of such a cancellation as soon as reasonably possible.
 - a. For the purposes of this policy, situations outside our control means any act or event beyond our reasonable control, including without limitation: strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.
2. You may cancel any booking by giving us notice in writing or using our online course system.
 - a. If you cancel more than 5 working days prior to the event in question, no charge will be applied.
 - b. If you cancel within and including 5 working days of the event in question, you will be charged the full course fee.
 - c. Such cancellation fees are to cover costs incurred by us as a result of your cancellations which will not be recoverable by us.
3. Non-attendance; if you fail to attend an event without prior notice as stated above, you will be charged the full relevant fee.

Workforce Development Unit

March 2016

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