

**CANCELLATION POLICY**

Deanery courses, conferences and programmes of study are funded via NHS public funds and as such the Deanery has a responsibility to ensure that these funds are utilised responsibly and effectively. Those awarded a funded place are therefore required to attend and to engage fully with all elements of the conference or course. In addition the Deanery’s courses and conferences are very popular so quite often a waiting list of reserve delegates is held. In order for these potential delegates to take up a vacated place they require advanced notice to arrange time off from their Trust/practice. If a delegate cancels their place at short notice it often remains unfilled resulting in the Deanery having to pay for venue, catering and facilitation costs for people who did not attend the event.

The Deanery is therefore implementing a cancellation policy which will come into effect from 1 April 2012. All those accepting a funded place on a course, conference or programme of study should therefore be aware that the Deanery reserves the right to apply a cancellation fee as outlined in this policy. The Deanery will publish details of the relevant cancellation fee along with registration details for all affected courses, conferences and programmes of study. All cancellation charges will be subject to a £10 administration fee.

Section 1: One day (short) Conferences or courses:

* Those delegates who cancel 8 weeks or more before the course/conference date will not be subject to a cancellation fee.
* Those delegates who cancel giving between 8 weeks and 3 days notice before the date of the course/conference date will be subject to a 50% cancellation fee based on the cost per delegate for the event.
* Those delegates who give 2 days or less notice before the date of the course/conference date will be subject to a 100% cancellation fee based on the cost per delegate for the event.
* Those delegates who fail to attend a course/conference without notifying the Deanery will be subject to 100% cancellation fee based on the cost per delegate for the event.
* Any non attendance or cancellations received at short notice due to illness or extenuating circumstances will not be subject to a cancellation fee. Evidence of the circumstances may be requested.

Section 2: Long courses/programmes of study:

* Those delegates who cancel 8 weeks or more before the start date will not be subject to a cancellation fee.
* Those delegates who cancel their funded place with less than 8 weeks’ notice will be subject to a charge of 50% of the cancellation fee.
* Those delegates who do not take up their funded place, without notice to the Deanery (or University partner if relevant), will be subject to 100% of the cancellation fee.
* Those delegates who fail to complete or attend all compulsoryelements of the programme, including any required assessments, will be subject to a charge of 25% of the total programmecancellation fee.
* Any non attendance or cancellations received at short notice due to illness or extenuating circumstances will not be subject to a cancellation fee. Evidence of the circumstances may be requested. Where the programme is being delivered by a University partner the delegate must adhere to that institution’s policy for mitigating circumstances.

**DENTAL COURSES (1-3 days)**

If a delegate funds their own place on a dental course they will be subject to the following cancellation charges:

* Those delegates who give two weeks’ notice or more to cancel their place on a course will receive a full refund minus a £10 administration fee.
* Those delegates who give less than two weeks’ notice to cancel their place on a course will be subject to 100% cancellation fee and will not be entitled to any refund.