

The Inclusion Initiative

Cancellation Policy

The Inclusion Initiative Ltd has set up this policy to assist all types of business activity taking place. We appreciate that occasions arise which necessitate clients/companies to cancel training due to unforeseen circumstances and we therefore try to be flexible in our approach to each individual case. Obviously though in some cases this has an effect on our costs and resources, i.e. rooms, trainers, catering and we must try to ensure that all parties are not disadvantaged through loss of earnings etc. Any such issues are resolved at the discretion of the Directors of The Inclusion Initiative.

Public Courses (Open Course Bookings)

Clients cancelling a course, changing course date or switching courses, delivered by The Inclusion Initiative, must do so at least 10 working days in advance in order to avoid paying a 50% cancellation fee. If a cancellation notice is received less than 5 working days prior to the course date, the cancellation charge will be 100% of the fee.

Customers wishing to substitute a registered delegate from the same company need to first check with The Inclusion Initiative Ltd that this is acceptable. If agreed, you may do so up to the commencement of the course without penalty, other than any substitution costs incurred by The Inclusion Initiative Ltd. Examples include registrations with validating bodies, provision of additional needs support etc.

In-house Training

For training that is delivered on a client's site, there is no penalty if a cancellation notice is received 15 working days prior to the onsite training date. If a cancellation notice is received by The Inclusion Initiative less than 15 working days but more than 10 working days prior to the training date, the cancellation charge is 50% of the training fee.

If a cancellation notice is received by The Inclusion Initiative less than 10 days prior to the training date, the cancellation charge is 100% of the training fee.