**Teachincambs - Training and Event Booking Terms and Conditions**

Teachincambs is a part of Cambridgeshire County Council who are committed to providing services that are of the highest standard and meet the needs of our customers.

The following terms are standard across all bookable events. Please note additional terms for the School Governance Team and Early Years customers below.

**Transferring / Changing a Booking:**

A booked place on an event can be transferred to another suitable staff member up to a day before the event date. Customers should affect the change either by direct update to the online booking system or via email to the service delivering the event.

Any transfers within five working days will be accepted only in the case of exceptional circumstance.

**Cancellations and Refunds:**

Courses/event places can be cancelled without charge up to **15 workings prior** to the course/event start date.

No refunds will be given for

Failure to attend a booked event

Cancellation of booking within 15 working days of event date.

You will not be charged if you are unable to attend a course or event due to an Ofsted inspection.

Additional charges may be levied for

Failure to attend a subsidised/no charge event. Charges will be based on full

(non-subsidised) cost of a standard place for the event or, in the case of SLA funded free of charge places, the place will be counted as used.

If we cancel a course/event due to low numbers we will advise you of an alternative date by email or phone.

**Cambridgeshire School Governance Team Additional Terms and Conditions**

**Course Cancellation Fees for Pay as You Go Schools**

There will be a fee of £100 or the actual cost if higher, where no notice of cancellation is given and a governor does not attend for a place booked. There will be no fee for cancellation where more than 7 days’ notice is given.

**Course Cancellation Fees for Subscribing Schools**

There will be a fee of £50 or the actual cost if higher, where no notice of cancellation is given and a governor does not attend for a place booked on a course that is over-subscribed. There will be no fee for cancellation where more than 7 days’ notice is given.

**Governing Body Development Session** (In-House Training Session) Cancellation or Postponement

Any cost we incur as a result of postponement or cancellation will be charged to the school in full.

**Peterborough Governance Team Terms and Conditions**

**Course cancellation**

There will be no charge for cancellation where more than 7 days’ notice is given. There will be a charge of £60 per session, per governor, for any course where no notice of cancellation is given and a governor does not attend. The charge applies to all governors regardless of whether they are subscription or 'pay as you use' schools. We regret that this is necessary but costs are incurred for venues and trainers even if delegates do not honour arrangements made.

In circumstances where less than 7 days’ notice of cancellation is given each case is considered individually. Where a genuine reason for cancellation is given, even if this is on the day of the course, the charge may be waived at the discretion of Governor Services.

Contact: Peterborough governor services team on (01733) 863642 or email governor.development@peterborough.gov.uk

**Early Years - Additional Terms and conditions**

Customers cancelling bookings up to 15 working days prior to the course date will not be charged. If they have already paid, a refund will be given.

If a learner fails to attend an event and does not notify us they will be charged the full (non-subsidised) cost of a standard place for the event. This is £80 for half day courses, £145 for full day and £290 for 2-day courses. These charges will also apply to a subsidised/no charge event.

We regret to introduce this change, but it is due to the large number of non-attendees at events which are over-subscribed. Failing to notify us prevents other practitioners on the waiting list from being offered a place.

Providers using a Cambridgeshire Essentials training place or credits must comply with our cancellation terms and conditions; if a place is cancelled within 15 working days of the event or the learner does not attend a course, the credits will be deducted from their balance.

**Child Minders Terms and Conditions**

I understand that if I cancel within 15 working days of the course start date, or fail to attend the course, I will be charged £25 cancellation fee in addition to the £10 cost of the course. Full terms and conditions can be found in the Annual Training Programme. Please note if you do not receive a confirmation you must contact eyctraining@cambridgeshire.gov.uk

**RTM Terms and Conditions**

I confirm that I intend to proceed with registration and agree to pay a non-refundable course fee of £115. I will also commit to registering with Ofsted within 6 months of completing this course. Should you not register within this time frame, we may ask you to reimburse us the full course fee. I understand that I must attend at least 80% of sessions.

**Changes to Events:**

Services will endeavour to provide events as advertised however, reserve the right to change the date, location and provider of the events. All service led changes will not automatically result in refunds; payments will be transferred and will become subject to the terms and conditions above based upon the new date.

**Payments:**

Most courses/events, customers will be invoiced after it has taken place. For those customers in receipt of an invoice, the payment will be due within the invoice payment term (30 days).

**All event bookings are subject to these terms and conditions, you will be asked for confirmation of agreement to the conditions upon booking.**