

## PCE CfD course: Cancellation policy

To ensure that we can provide the best experience on your PCE CfD course and offer value for money, we need a minimum number of participants on each course. It is critical therefore that we have a high level of attendance for the course, we expect that all those that book onto the course make a firm commitment to attend. We understand however, that sometimes circumstances can get in the way so we have a cancellation policy and principles to allow for this. To the same end, we also reserve the right to cancel or postpone a course if there are insufficient participants.

### Your right to cancel - Individually or private employer paid places

All delegates must register and pay in advance of the course; your place is confirmed once the payment is processed successfully.

All cancellations must be made in writing to [TT-PCE-CfD@exmail.nottingham.ac.uk](mailto:TT-PCE-CfD@exmail.nottingham.ac.uk) clearly stating the cancelling the delegate name, funder (if applicable) and the date of the course booked. You will receive a response confirming your cancellation.

If cancellation is requested 29 or more days before the course date, this will be without penalty. No refunds will be made within 14 days of the course start date. Otherwise, refund of the monies paid for the course will be at a percentage relating to the notice you give for your cancellation:

Notice Period	Refund Payable
Less than 14 days	0%
Between 15 and 21 days	25%
Between 22 and 28 days	50%
29 days or more	100%

### Substitutes and deferrals

In some circumstances, a substitute delegate may be able to attend the same course in place of the cancelling delegate – this would be subject to approval by the PCE-CfD team, in line with normal application approval criteria. Delegate substitutions can be made up to 2 working days prior to the start of the course, on condition of agreement from the course leader. If this is the case please contact [TT-PCE-CfD@exmail.nottingham.ac.uk](mailto:TT-PCE-CfD@exmail.nottingham.ac.uk).

If you wish to defer to a later course, this must be requested in writing at least 28 days before the start of the course and is subject to availability of places on another course.

### Cancellation - Places funded by NHS, HEE or other agreed funder

Places on a specific course are only confirmed once a purchase order number (or other confirmation of funding) is received in writing by the PCE-CfD team or payment has been received.

All cancellation or deferral requests must be made in writing to [TT-PCE-CfD@exmail.nottingham.ac.uk](mailto:TT-PCE-CfD@exmail.nottingham.ac.uk) clearly stating the cancelling the delegate name (if confirmed), and the date of the course booked. Deferral requests must state the alternative

preferred course. Delegate substitutions can be made up to 2 working days prior to the start of the course, this would be subject to approval by the PCE-CfD team, in line with normal application approval criteria.

No refunds will be made within 14 days of the course start date. Refund of the monies paid for the course will be at a percentage relating to the notice given for cancellation:

Notice Period	Refund Payable
Less than 14 days	0%
Between 15 and 21 days	25%
Between 22 and 28 days	50%
29 days or more	100%

Please refer to individual funder agreements for any exceptions or variations to this policy.

#### [Cancellation of course by University of Nottingham](#)

The University reserves the right to cancel any course (for example if there are insufficient delegates to make it viable or due to exceptional circumstances, such as unavailability of trainers).

In such circumstances delegates will be contacted as soon as possible and offered a transfer to an alternative course date, if available, or a full refund of any fees paid.