

VAST Training Department Cancellation and non-attendance policy

Any cancellation after booking but less than 10 working days before the course date will incur the full course fee, except in exceptional circumstances at the discretion of the Training Manager. In this instance we will also consider transferring the fee to another course (please see below).

This policy applies to all courses including those where discounts or subsidies are given. All cancellations must be made in writing by either e-mail, fax or letter.

Transfer of a place to the next course

You may transfer your place to the next available course at no cost provided you let us know within 10 working days of the start date of the course. Only one transfer per course is permitted.

Non-attendance

If you book a place but do not attend the course and fail to notify us then VAST reserves the right to charge you the full cost of the place.

Sending someone else in your place

You may opt to send another member of staff in your place at any time with no extra cost. Please tell us in writing of any change as soon as possible.

Contacting us

To cancel your place or change the name of a delegate/s please write or e-mail

VAST (Voluntary Action Stoke-on-Trent)
Training Department
The Dudson Centre
Hope Street, Hanley
Stoke-on-Trent, ST1 5DD

Email training@vast.org.uk

We will confirm in writing that you have cancelled your place and let you know how we will refund any money that is owed to you.

Cancellation by Voluntary Action

VAST reserves the right to cancel a training course, workshop or event for any reason prior to the event date. We will contact you as soon as possible to tell you about the cancellation and will transfer your place to the next scheduled course. You may request a full refund if the new dates are not convenient however we are unable to refund any other costs that may have been incurred, including travel.

If you would like more information please contact us at training@vast.org.uk or telephone **01782 683030**