

# Learning and Development Activities

## Cancellations Policy

Oxfordshire County Council expects all employees undertaking learning and development activities to avoid cancellations. However, if a cancellation is necessary, the following procedure will apply.

### Cancellation by delegates

If a delegate becomes unable to attend an event or participate in a programme of study, in advance of the start of such activity it may be appropriate for another member of the team or service to take the available place.

Should a delegate decide to withdraw from an event or programme of study and no substitute can be found, a financial penalty will be incurred proportionate to the amount of notice given, the ability to fill the place from any waiting list and the reason for the withdrawal.

If a cancellation is received from the delegate, or from their representative, with less than 10 days' notice or the delegate fails to appear at the event, they will be charged the full fee as described in the details on the online booking system. For qualification based training or longer term learning activities different conditions may apply. Delegates are advised to check the related cancellation charges at the time of booking.

Cancellations with more than 10 days' notice will not incur a charge.

Cancellation by delegates of a place on an external event will be charged in line with the external provider's cancellation terms and conditions. Delegates are advised to check these before confirming their booking.

### Cancellation by the provider

A minimum of 10 working days before an event is due to take place, a decision will be taken as to whether the optimum number of delegates is likely to be achieved by the event date. If the optimum number is unlikely to be achieved the event will be cancelled. Delegates will be informed of the cancellation and where possible, offered alternative dates. There is no charge to the delegates.

If cancellation is made on the day due to the trainer being unavailable due to sickness or other unforeseeable event, there is no charge to the delegates.