

Training Cancellation Policy

Cancellation 7 days or MORE before the course date:

All cancellations must be made via email to the childminding@reading.gov.uk inbox by the delegate. No telephone cancellations will be accepted.

Cancellation LESS than 7 days before the course date:

Notification must be made via to the childminding@reading.gov.uk inbox . A charge of 50% of the training course will be incurred unless there are exceptional circumstances.

Unforeseen/ exceptional circumstances:

If you are unable to attend the course due to unforeseen circumstances, email notification from the delegate must be sent to childminding@reading.gov.uk and consideration will be given to a waiver of the charge. This is at the discretion of the Early Years team.

Charges will be made where there is non-attendance due to:

- other work pressures
- annual leave bookings
- course booked in error
- applicant forgot or went to wrong location

Charges are unlikely to be made where:

- there is a personal or family emergency
- compassionate leave has been given

Transferring to a later course

Any delegate who wishes to transfer to a later course date but sends written notification to childminding@reading.gov.uk less than 7 days before the course will be charged 50% of the training course for the cancelled date. There will be no extra charge if more than 7 days' notice is provided.