

## IPC Cancellation & Non-Attendance Policy

The Institute of Public Care (IPC) is committed to providing high quality events and training opportunities such as courses, development programmes and workshops (hereby referred to as 'events' throughout the policy) to all its clients. We recognise that on occasions delegates will book onto these events and subsequently find that they are unable to attend. In these situations we ask that clients notify us of their need to cancel an event booking as soon as possible.

Similarly, IPC will occasionally find it necessary to cancel an event and when this need arises we are committed to taking positive steps to alert you to the cancellation as soon as possible.

The information below outlines the action to be taken in case of cancellation and non-attendance.

### 1. **Cancellation or non-attendance by delegates on events for which there is a fee**

If you need to cancel your booking/s for a chargeable event, our cancellation policy is as follows:

- Please send cancellation details to the event organiser by email or by telephone as soon as possible.
- Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc), so we can ensure that we offer them the best possible service at the event.
- If you notify IPC of your cancellation up to four weeks prior to the event, we will provide a full refund or offer a transfer of credit for another IPC event.
- If you notify the IPC of your cancellation less than four weeks prior to the event the full cost will be payable, whatever the circumstances e.g. changes to delegate's personal circumstances, inclement weather, transport delays or any other reasons outside IPC's control. In this case you will be invoiced after the event.
- Where you have booked a place at an event and do not attend the full fee will be payable.
- IPC expressly excludes any liability for any direct or indirect losses or damages arising as a result of such a cancellation and will not, for example, be responsible for any travel or accommodation costs incurred.

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## **2. Cancellation by delegates at free events or for free network membership and IPC network partnership places**

If you need to cancel your booking/s for a free event, or if you have used your allocated IPC network membership or IPC network partnership places to access our events, our cancellation policy is as follows:

- Please send cancellation details to the event organiser by email or by telephone. We request that delegates inform us of cancellations at least four weeks prior to the event so that - wherever possible - we can reallocate the place to a person on the waiting list. Our events are often over-subscribed and your place can often be filled by another delegate.
- Please inform the event organiser if you wish to send a replacement delegate, including their requirements (e.g. diet, access etc) so we can ensure that we offer them the best possible service at the event.
- Where you have booked a 'free' place at an event and do not attend there will be an administration charge payable. In this case you will be invoiced after the event.
- IPC expressly excludes any liability for any direct or indirect losses or damages arising as a result of such a cancellation and will not, for example, be responsible for any travel or accommodation costs incurred.

## **3. Cancellation of an event by IPC**

IPC is committed to offering high quality events that meet the needs of delegates and will always aim to run events once delegates have booked onto them. Occasionally circumstances will arise which result in the need to cancel an event. Where IPC cancels an event that you have paid to attend, we will offer you a full refund (or a credit transfer for a future event). Full advice on refunds/credits will be provided at the time of cancellation, however IPC is not liable for any direct or indirect losses or damages arising as a result of such a cancellation and will not, for example, be responsible for any travel or accommodation costs incurred.

## **4. Booking confirmation & cooling off period**

Once IPC have received your completed booking form we will send through confirmation of your places by post or electronically. By law, European Union clients have the right to withdraw from the purchase of an item within seven working days of the day of receiving a postal or electronic confirmation of booking. This applies to all our events.

Should you have any further queries regarding IPC's cancellation policy please contact our Business Manager, Quentin Edwards on [qedwards@brookes.ac.uk](mailto:qedwards@brookes.ac.uk) or 01225 484 088.

## 5. Summary of Cancellation & Non-Attendance Policy

Type of event	Cancellation & Non-Attendance Policy
<b>Network and Partnership conference/events</b>	
<i>Free Membership Place</i>	Cancellations received 4 weeks prior to the event will incur no charge. Cancellations 4 weeks or less prior to the event are subject to a £150 administration charge.
<i>Network/Partnership Discounted Price</i>	Cancellations received 4 weeks prior to the event will be refunded. Cancellations 4 weeks or less prior to the event are non-refundable.
<i>Full Price</i>	Cancellations received 4 weeks prior to the event will be refunded. Cancellations 4 weeks or less prior to the event are non-refundable.
<b>Development Programmes</b>	
<i>Full Price</i>	Cancellations received 4 weeks prior to the event will be refunded or credit transferred to another programme. Cancellations 4 weeks or less prior to the event are non-refundable.
<b>Short Courses</b>	
<i>Network/Partnership Discounted Price</i>	Cancellations received 4 weeks prior to the event will be refunded or credit transferred to another course. Cancellations 4 weeks or less prior to the event are non-refundable.
<i>Full Price</i>	Cancellations received 4 weeks prior to the event will be refunded or credit transferred to another course. Cancellations 4 weeks or less prior to the event are non-refundable.
<b>Skills Development Workshops</b>	
<i>Free Network/Partnership Place</i>	Cancellations received 4 weeks prior to the event can be reallocated to the network/partnership member. Cancellations 4 weeks or less prior to the event are subject to a £75 administration fee.
<i>Network/Partnership Discounted Price</i>	Cancellations received 4 weeks prior to the event will be refunded or credit transferred to another course. Cancellations 4 weeks or less prior to the event are non-refundable.
<i>Full Price</i>	Cancellations received 4 weeks prior to the event will be refunded or credit transferred to another course. Cancellations 4 weeks or less prior to the event are non-refundable.