



**East Belfast
Community
Development
Agency**

Event Participant Cancellation Policy

(September 2019)

Introduction

We understand that sometimes you may need to cancel the place you booked on an EBCDA event. We also understand that sometimes there are exceptional circumstances. If you are unable to attend through a personal emergency, please contact EBCDA as soon as possible.

Cancellation Notice Required

Excepting the above we have cancellation notice periods depending on the type of event you plan to attend, see below for details. EBCDA events are popular and often we have reserve lists for our events, a timely cancellation enables us to reallocate the place to someone else. Importantly too, hosting events including those that are free to participants, incur a cost to either EBCDA or to one of our funders. For each event, we calculate the maximum number of participants and we consider numbers attending when we are planning the room set up, preparing materials and ordering the catering.

If you are unable to attend the event you have booked, we are happy to transfer your place to someone else within your organisation if you contact us before the event. However, if you are unable to attend the event and have not arranged to transfer your place to another person within your organisation, you must inform EBCDA to avoid being charged for non-attendance. A fee for non-attendance will also be charged if a named substitute does not attend the event.

Please see below details of the cancellation period depending on the type of event you plan to attend.

Event Type	Type of Participant Place	Cancellation Details
Training Courses	Paid	If you are unable to attend the training course and are not able to transfer your place to another person within your organisation you must inform EBCDA seven days before the start of the course otherwise you will be charged the full training course fee .
	Free to access	If you are unable to attend the training course and are not able to transfer your place to another person within your organisation you must inform EBCDA seven days before the start of the course otherwise you will be charged a £20 fee to cover the cost of catering and administration.
Accredited Courses eg ILM, TQUK	Paid	If you are unable to attend the accredited programme (ILM or TQUK) and are not able to transfer your place to another person within your organisation you must inform EBCDA 14 days before the start of the programme otherwise you will be charged the full programme fee .
Conferences, Seminars and Workshops	Paid	If you are unable to attend the conference/seminar and are not able to transfer your place to another person within your organisation you must inform EBCDA three days before the conference/seminar date, otherwise you will be charged the full fee.
	Free	If you are unable to attend the conference/seminar and are not able to transfer your place to another person within your organisation you must inform EBCDA three days before the conference/seminar date, otherwise you will be charged a £20 fee to cover the cost of catering and administration.

Payment

Organisations will be invoiced for:

- training courses once the course has been held or after the first day has been held in the case of a multi-day course.
- accredited programmes once the online induction has been held. (*Participants will not be registered with the awarding body ILM/TQUK until we have received full payment for the course*).
- Conferences/Seminar/Workshops once the event has been held.

Organisations are requested to pay the invoice within 28 days.

Changes/Postponement/Cancellation of EBCDA events

From time to time EBCDA may have to change the event content, timing, speaker/facilitator/tutor, date and or the venue. If this happens all those registered will be informed as soon as possible.

It is unlikely that EBCDA will cancel an event but should the need to cancel an event arise, those registered for the event will not be charged.