

Training Cancellation Policy

August 2021

London Youth's training offer is one of the most popular elements of our core offer and there are often waiting lists for training sessions. The aim of this policy is to help ensure that the maximum number of members can benefit from our training sessions.

Cancellations

If members are unable to attend a London Youth training session they have booked onto, they must ensure they cancel this via email or phone at least 3 days prior to the training. This will allow us time to allocate this place to another member.

If a member cancels with less than 3 days' notice they may be subject to a penalty. (see penalties list below)

No shows

If a member has booked onto a London Youth training session and fails to attend or contact us to cancel, they may be subject to a penalty.

London Youth will email all non-attendees to establish why they did not attend, and a penalty may be applied (see below penalty list).

PENALTY LIST:

- Member cancels with 3 or more days' notice - No penalty
- Member cancels with less than 3 days' notice - Subject to a penalty, the organisation cannot book their staff onto any LY training for two weeks.
- Member fails to attend training session and doesn't contact London Youth to cancel - Subject to a penalty, the organisation cannot book their staff onto any LY training for two weeks.
- Member fails to attend a London Youth training session on 3 or more separate occasions - Subject to a penalty, the organisation cannot book their staff onto any LY training for a two-month period.

PLEASE NOTE: All penalties are subject London Youth's discretion.

You can reach our **Membership Team** by calling **020 7549 8800 (Option 1)**

To email us regarding any questions about training or your membership, please contact membership@londonyouth.org

There may be situations where London Youth need to cancel a training course. This may be due to the trainer being unwell or low take up from members. Where possible, London Youth will aim to provide our members with at least 48 hours' notice. A new training course will be scheduled in its place and a link to book this will be sent to the attendees from the cancelled session