

## Cancellation Policy

### The following terms will apply if GM Healthcare Academy cancels a workshop:

1. We will notify you of the cancellation of a workshop you have booked, no later than 7 days\* before it is due to run.
2. We will do this by email and, when possible, will follow up with a phone call / text message.
3. A notice informing contractors that the workshop/ event has been cancelled will be posted on the GM Healthcare Academy website ([www.gmhealthcareacademy.org.uk](http://www.gmhealthcareacademy.org.uk)).
4. In the event that the workshop is rescheduled for a later date, we will notify you by email to enable you to accept or decline.

*\* In exceptional circumstances, we may cancel a workshop at very short notice, e.g. due to facilitator ill-health, fire at venue etc. In this event, we will make every effort to let you know in advance. Please make sure that the contact details you provide are correct and your emails are checked regularly.*

### The following terms will apply if you (the attendee) cancel an event/training booking:

1. All bookings will only be processed subject to acceptance of our right to charge a fee for late cancellations and non-attendance.
2. All cancellations must be notified to us in writing by email to [contact@gmhealthcareacademy.org.uk](mailto:contact@gmhealthcareacademy.org.uk). Phone cancellations will not be accepted.
3. GM Healthcare Academy will respond to all requests for cancellation within 48 hours.
4. No fee will be charged where we have received notification of the cancellation 7

days or more prior to the event.

5. Cancellations received with less than 7 days will be charged at £25.00.
6. Cancellations received less than 2 days before the event and non-attendances on the day of the event will be charged at £50.00 (or the cost of the course). In addition, we reserve the right to not allow those that DNA (do not attend) on the day of the event to book and attend future events. (This includes both GM Healthcare Academy events and those run by its key partners.)
7. If you fail to make payment the cancellation charge within 21 days, GM Healthcare Academy reserves the right to exclude you from access to our events for a 12-month period, or until payment is received (whichever is sooner).
8. All cancellations will be reviewed by the GM Healthcare Academy team. We reserve the right to waive the fee under certain circumstances.