



George Spencer Teaching School Cancellation and Complaints Policy

Courses - Terms and Conditions

1. Once a booking has been made and confirmed this is a commitment to pay for attendance on the course and is subject to the cancellation conditions stated below.
2. Payment will be required within the specified terms on the booking invoice and access to the course may be denied unless full payment has been received before the course start date.
3. A substitute delegate may attend at no extra charge. Where a delegate transfers his/her booking to another member of staff, the school will not be entitled to a credit note where he/she cancels attendance with that new member of staff.

Cancellations

4. All cancellations should be in writing by email to Tammy Elward, Director of Teaching School Schools on courses@george-spencer.notts.co.uk
5. In the event of a cancellation of a booking, clients must do so at least 10 working days in advance in order to avoid paying a 50% cancellation fee.
6. If cancellation notice is received less than 5 working days prior to the course date, the cancellation charge will be 100% of the training fee.
7. Inability to attend due to illness, personal or professional commitments does not automatically waive this but in all such cases consideration will be given to the circumstances and we will take such action as we consider fair and reasonable.
8. Teaching School hopes never to cancel a course, if however this happens we will tell you why and offer to place you as priority on the next available training, or if you prefer give you full refund of payments received.

Complaints

9. We will assist in providing solutions if you have any problems or queries. However if you wish to complain please email Tammy Elward, Director of the George Spencer Teaching School in tammyelward@satrust.com. If you feel your complaint has not been resolved, please find our [Complaints Procedure](#) here.

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