

# Booking and Cancellation Policy and Procedure

## POLICY STATEMENT

ACCESS Learning is committed to providing flexible ways to engage with our programmes. We acknowledge that professionals working in services may be required to change work priorities at short notice. We therefore have a booking and cancellation policy which requires 24 hours' notice. Delegates may book onto a module or course up to 24 hours before the start time, if there are available places. If delegates need to cancel or reschedule they may do so up to 24 hours before the start without being charged. Cancellations within 24 hours of the start will be charged at the normal rate.

## HOW TO BOOK ONTO A COURSE

Participants may book onto a course or module within 24 hours of its start by clicking on the course link provided. This will guide participations through the registration process. On registration participants will be asked for their name, email address and organisation. For queries or support email: [info@consultaccess.co.uk](mailto:info@consultaccess.co.uk)

## HOW TO CANCEL A BOOKING

Participants may cancel a booking by emailing [info@consultaccess.co.uk](mailto:info@consultaccess.co.uk) and provide full details of the cancellation, including the course name and time and date of the session being cancelled. Cancellations received up to 24 hours before the start of the course will not be charged, however those received within 24 hours of the start will be charged at the normal rate.

Participants will be able to reschedule a cancelled session where there are place available.

## REVIEW

This policy is reviewed regularly and updated as required.

ACCESS Learning	
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