

# COURSE FEES AND CANCELLATION GUIDELINES 2011

## **Fees payable by branches**

The course fees payable by branches are stated alongside the relevant course. Branches will be invoiced for all course costs after the course event (please do not send any payment with application forms) and are responsible for paying delegates' travel and subsistence claims. As this programme is prepared in advance, course costs may vary from the cost advertised the previous year.

## **Courses held at more than one venue**

Where it becomes necessary to use more than one venue, delegates will be allocated a place and advised which venue to attend. If the delegate chooses to attend the other venue, as has happened in the past, the branch will be charged the full cost of the first venue and / or any other related charges the venue provider passes on to UNISON. This will be in addition to the normal course fees.

## **Cancellations**

If, for any reason, delegates cannot attend a course for which they have applied, it is essential that they contact the Learning & Member Development Team, **as soon as possible**, who will seek to fill the place from waiting lists or in liaison with the branch. The current charging policy in respect of cancellations is as follows:

### **Day and Residential Course Cancellations**

- **Cancellation prior to the closing date:** If a delegate is unable to attend a day course and the Learning & Member Development Team are notified prior to the closing date of the course, no charge will be made to the branch.
- **Cancellation after the closing date:** If a delegate is unable to attend the course and the Learning & Member Development Team are notified after the closing date of the course but prior to the commencement of the course, the course fee will be charged to the branch plus the full cost that the venue and/or course provider passes on to UNISON. However if a replacement delegate can be found, the branch will only be charged the course fee.
- **Failure to attend:** If a delegate fails to attend the course and fails to notify the Learning & Member Development Team prior to the start of the course, the relevant course fee will be charged plus a £60 cancellation charge per day for each day of the course (for residential courses this will increase to £100 per day) or the full cost that the venue and /or course provider passes on to UNISON.

### **IT Course Cancellations**

Due to the cost of these courses to the Region, if a delegate cancels after the closing date and no replacement can be found the relevant course fees will be charged plus a cancellation charge of £150 or the full cost that the venue and/or course provider passes on to UNISON

### **Cancellation of dependant care or other facilities**

Where delegates have booked dependant care or other facilities that they no longer require, they should inform the Learning & Member Development Team as soon as possible. Branches may be charged for these facilities if they cancel or change their requirements after the closing date.