

Cancellation Policy for Events

Care Focus is able to provide events, workshops, learning and development opportunities through funding and grants received by government bodies. Due to this it is imperative that as many people as possible benefit from all opportunities. Therefore, please note our below cancellation policy.

Prepayment

1. Prepayment is required for attendance at all events run by Care Focus Somerset for which a fee is levied.
2. We will not release tickets or confirmation of bookings unless the due fee has been paid. The ticket or confirmation is a receipt of payment, but we will supply a separate receipt on request.

Cancellation by you

3. Events are costly to arrange and places at events are usually limited so we operate a cancellation policy regarding refunds. Refunds will only be made under the following conditions.
 - a. If you have booked and paid but are unable to attend an event for any reason you may substitute someone else from your organisation, but please tell us of this change.
 - b. For bookings cancelled two or more weeks before an event, 90% of money paid will be refunded.
 - c. No refund will be made for bookings cancelled less than two weeks before the event, except in exceptional circumstances and then at the discretion of the Manager.
4. No refunds will be made for non-attendance at the event.
5. Any refunds due will be made within 30 days of confirmation that a refund is due.

Cancellation by us

6. In the event of cancellation of an event by Care Focus, we will try to tell all participants with booked places, two weeks before the event was due to take place, although please be aware that this is not always possible.
7. If we cancel an event, all fees paid will be reimbursed in full, but we are unable to reimburse other costs such as travel or accommodation.

8. Where dates are varied by Care Focus, participants may request a full refund if a new date set for the event is not convenient.

No Charge Events

9. All events are costly to set up, even those which are at 'no charge' to the attendee. If you book but find you are unable to attend, please let us know as soon as possible. We may hold a waiting list for someone to attend in your place. We may charge you a fee of £30 for administration and catering costs if you fail to attend or give us less than 1 week's notice. Should the funded place be at a higher individual cost than this, you may be liable to the full charge, as indicated within your confirmation of booking. This will then allow another member of the care sector to benefit from the funding.

Persistent cancellations

10. Companies with employees which cancel within one week of events or do not turn up, will be monitored and after 3 incidences will be required to pay in advance for attendance at *all* events.

By registering to attend a Care Focus event, you have confirmed that you have read and understood our cancellation policy.