

## **Warrington Public Health Training Terms and Conditions and Cancellation/Non-attendance Policy**

We offer a range of training, throughout the year, to frontline workers and volunteers, from not-for-profit organisations, who work within Warrington to support Warrington's residents.

In the main training is free but in certain circumstances charges will be made for cancellation or non-attendance. This is because late cancellation can prevent training places being offered to other people; and both non-attendance and late cancellation can make a course unviable to run. There will also be charges for private or profit making companies to attend training.

If you attend a training session you are not eligible to attend then your organisation will be charged. If you are unsure if you're eligible to attend please call 01925 443442 for an informal chat.

### **Guidelines for charges are outlined below:**

If you're from a private or profit making company you'll need to pay to attend our courses. The charges are:

- £50.00 per person for any course that lasts up to half a day
- £100.00 per person for any full day course

You will not be refunded this amount if you do not attend the course.

### **Non-attendance charges**

If you book onto a course and don't turn up your organisation will be charged:

- £50 per person, up to a maximum of £150 for any course that lasts up to half a day
- £100 per person, up to a maximum of £300 for full day courses

Your organisation will also be charged the above if you're unable to attend and you cancel your place less than two weeks before the planned date of the course

**Cancellations will be taken by email only.** Please email [publichealthtraining@warrington.gov.uk](mailto:publichealthtraining@warrington.gov.uk)

**Organisations** - If your organisation has requested and agreed a training date for a group of staff or volunteers and later decides it no longer wants the training on the agreed date, then please let us know as soon as possible.

The training may be cancelled by the Public Health Team if:

- You do not contact the Public Health Team at least two weeks before the session to confirm that the agreed minimum number of people have committed to attend the training.
- On the day of the training the agreed minimum number of people do not turn up.

If your organisation has requested training for a group of staff or volunteers your organisation will automatically be invoiced as above for non-attendees, if:

- Your organisation cancels the session less than two weeks before the date of the training.
- On the day of the training the agreed minimum number of people do not turn up.

In certain circumstances the charge may be waived at the discretion of the Public Health Team. If you believe there are mitigating circumstances and a charge should not be made, it is your responsibility to inform the Public Health Team of this by emailing [publichealthtraining@warrington.gov.uk](mailto:publichealthtraining@warrington.gov.uk)

We need a minimum of six attendees to make it feasible to run a training session, if fewer than six people turn up for the session on the day of the training, then we will unfortunately have to cancel the session

### **E-mail Use**

Please note that we will use your email address to send you follow up emails about courses you have attended; and to let you know about other public health training and resources on offer. We will not share your email address with anyone outside the Public Health Team.

*Updated May 2018*