

Housing Rights Training Services: Non-attendance and Cancellation Policy

Non-attendance and Cancellation Policy for Tailored Courses

Following confirmation of the training booking form by both Housing Rights and the customer (which includes the cancellation policy, day plan, venue, number of attendees and price) the booking is final and an invoice will be sent from our Finance team. This should be paid within 14 days of the course taking place.

Please note: should extra attendees attend the training than were originally booked in the confirmed training booking form, Housing Rights reserves the right to invoice for the additional people to cover any associated costs.

We understand that sometimes you may need to amend or cancel your tailored training course due to exceptional circumstances. If there are any changes, please contact our Training Officer Gail Barnes on 0289024560 or gail@housingrights.org.uk as soon as possible to discuss in order to avoid being charged the full amount as detailed in the training quote. A percentage may still need to be paid which is at the discretion of Housing Rights if cancellation is less than 1 month before delivery.

Please note: from time-to-time Housing Rights may have to change the course content, timing, speaker/facilitator/tutor, date or due to low numbers cancel the course. If this happens all those registered will be informed as soon as possible and given the option of either receiving a full refund or transferring the place to another course.
