

North West Volunteer Centre

Training Course Cancellation Policy

We understand that sometimes things change and you may need to amend your booking. This policy outlines the process and terms for changing, rescheduling or cancelling a booking with us.

Organisation Bookings

For confirmed bookings the following rates will apply for cancelled courses;

Fees that apply	Requirements
No Charge	14 Days notice is given in advance of confirmed booking date
20% of Course Cost	7 Days notice is given in advance of confirmed booking date
50% of Course Cost	Less than 7 days notice
*To cancel a course please ensure that the NWVC is informed 14 days in advance of the date not to incur cancellation fees.	
*To postpone a course to another day/date the rates in the table above will apply	

Individual Booking

If you have booked into a NWVC training course free of charge and are unable to attend Please inform us as soon as possible or at least 1week before the training. This will allow us to reallocate your free place to another organisation. If you have booked via an Eventbrite link please cancel this so that someone else can book. Alternatively, you can send a substitute in your place – please make us aware of this change to strabane@nwvc.co.uk 02871271017 / 077 0629 1964

Cancellation by NWVC

If NWVC cancels a training session for any reason we will aim to notify you as soon as we can before the confirmed date: the following options will be offered:

- Transfer to another date/time
- Receive a refund if training has been paid for in advance

It is advisable for all groups/individuals to confirm places using the Eventbrite link generated by NWVC. This facility makes it easier to communicate with individuals should NWVC need to cancel a session due to an unforeseen circumstance. For support and guidance around booking through Eventbrite please contact Marirose at 02871271017 strabane@nwvc.co.uk