

HFL Education Hub Cancellation Policy

Version: October 2023

The section below is an extract from the full Terms and Conditions section on the HFL Education Hub website which can be found here:

<https://hub.hfleducation.org/hfl-hub/terms-and-conditions/>

Please read through all Terms and Conditions carefully.

7. CANCELLATION

7.1 All notification of cancellations for bookings must be communicated to HFL via the Bookings area of 'My Dashboard' on the HFL Education Hub or via email to: training@hfleducation.org.

7.2 The following cancellation charges will apply in the event of cancellation:

Days cancelled prior to event	Cost payable to HFL by Customer
30 working days or more	NIL cost
29 to 16 working days	50% of training fee
15 working days or less	100% of training fee
Cancellation due to an Ofsted visit	NIL cost
Non-attendance of chargeable events	100% of training fee
Non-attendance of free to attend digital events	NIL cost
Non-attendance of free to attend, face to face events and eLearning	£15 per delegate

7.3 Cancellation charges will not apply if the Delegate's place is changed for another Delegate from the same Customer. Customers must substitute the place on the HFL Hub or notify HFL via email to: training@hfleducation.org of the intended change at least 48 hours prior to the start of the Training.

7.4 For Training hosted by HFL on the HFL Hub on behalf of other companies or organisations the cancellation charges shall apply as above.

7.5 If a refund is approved by HFL, it will be made through the original mode of payment only.

7.6 Any accommodation booked on behalf of the delegate(s) for overnight purposes are subject to the venue cancellation policy and therefore a charge maybe incurred outside of the standard T&Cs.