

Housing Rights Training Services: Non-attendance and Cancellation Policy

Non-attendance and Cancellation Policy for Scheduled Courses

We understand that sometimes you may need to cancel your booked training place due to other work commitments. Housing Rights' training courses are very popular and often we have reserve lists for our courses. A timely cancellation enables us to reallocate the place to someone else.

To avoid paying a cancellation fee we require you to inform Housing Rights' training team on 02890245640 or training@housingrights.org.uk **3 days before the start of the course** to avoid being charged full price for non-attendance.

Alternatively, you can also transfer your place to someone else within your organisation providing you contact Housing Rights' training team on 02890245640 or training@housingrights.org.uk before the course begins. We ask that you give us 24 hours' notice of this change to allow us to make the necessary changes to the course admin and send the new participant log in details / course material.

Please note: If you are unable to attend an accredited (e.g. OCN) course and are not able to transfer your place to another person within your organisation you must inform Housing Rights **7 days before the start of the programme**, otherwise you will be charged the full course **plus** OCN fee.

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.
