

# Event Cancellation and Non-Attendance Policy

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Helplines Partnership (HLP) offers a variety of training workshops and events, many of which are free to attend. Due to venue, catering and other costs, a charge may be applied for cancellations or non-attendance without adequate notice.

## Training

- You may cancel a place without charge if you inform us at least 10 working days beforehand.
- No refunds will be made for any cancellations within 10 working days of the event, or if the participant fails to attend and we receive no notice of cancellation, or if the participant is unable to attend the whole of the event for any reason.
- Some of our training events are repeated. You may transfer a place, without charge, to an alternative date (if available) provided you inform us at least 10 working days before the date originally booked. Any request received less than 10 days prior to the original date will be treated as a cancellation plus new booking, for which the full fee for both dates will be payable.

## Annual Conference and Chargeable Events

- No cancellations are permitted however you may transfer your place to an alternative attendee free of charge.

## Free Events

- Non-attendance or cancellation with less than five days' notice will be subject to a charge of £50 (+VAT). You may transfer your place to an alternative attendee free of charge.

Cancellations must be in writing and emailed to: [info@helplines.org](mailto:info@helplines.org)

If HLP cancels an event, we will let you know as soon as possible and issue a full refund. HLP is not responsible for travel tickets booked in advance or any other costs.

Your details will not be passed to external agencies. If you would prefer Helplines Partnership not to contact you in the future about training or other helpline-related topics, please email [membership@helplines.org](mailto:membership@helplines.org)