



# Early Years Services

## Training and Consultancy Service

Training *for* professionals, *by* professionals

### Terms and Conditions and Cancellation Policy

#### Course, Session and Conference Bookings

##### Minimum Age for Enrolment

Please note attendees must be a minimum of 17 years of age at time of completing the course booking.

##### Cancellation or Change by You

1. Once you have completed your booking and received your emailed confirmation of enrolment or a dated payment receipt, you are deemed to have a contract with EYS. You have the right to cancel this contract with us. The cancellation period will expire at the end of 14 days after EYS accepts your application of enrolment. Please make sure to check the details in the Cancellation Policy below.
2. After the cancellation period has expired consideration may be given, on a case by case basis, to requests to cancel where exceptional circumstances exist. A refund may be given or a credit note issued which can be used against future fees.
3. Attendees should be aware at the time of booking that, outside the 14 day cancellation period, there is no automatic right to cancel and there will be no refund of fees.
4. A 25% administration fee (of the total fee at time of booking) will be charged for any refunds made outside of statutory obligations.
5. You may amend the name of the attendee, provided notice is given in writing prior to the start of the course/session.
6. You may make a change from a course/session in one location/date to the same course in an alternative location provided notice is given in writing prior to the date on the original booking.
7. There are no refunds for non-attendance at any sessions, unless there are exceptional case by case circumstances.

##### Cancellation or Change to Courses by EYS

1. EYS reserves the right to reschedule or cancel sessions/courses. Reasons for this may be, but not restricted to, low enrolment numbers, weather warnings and tutor availability. In this instance, a full refund will be given.
2. Publicised course tutors (web and print form) may be subject to change due to tutor unavailability. Where there is a change in tutor, EYS will endeavour to give as much notice as possible in advance of individual classes or course start date.
3. Many of our courses, and conferences require a minimum number of enrolments. Where the courses do not reach the minimum number required, they will be cancelled by e mail no later than 7 days before they are due to start.
4. **Disclaimer** Early Years Services is not responsible for any additional costs you may have incurred, including costs paid in advance for travel or accommodation.

##### Concessions

1. To qualify for any reduced or concessionary fee you must be eligible at the time of enrolment. Fees and any concessions/offers are published on the booking form.

## Refunds

1. Please be aware that, outside of the statutory 14-day cancellation period, you are only entitled to a refund if EYS cancel the course
2. Refunds are not available should you have a change in circumstances that makes continued attendance at a course difficult, or additional responsibilities that affect time commitment to attendance, and you should consider your availability and commitments to sessions at the time of booking
3. Where possible, when EYS cancel, EYS will offer you a transfer to another course of your choosing, provided there are places available. If the cost of the course/session you have transferred to is less than your original payment you will be refunded the balance.
4. Please note that a credit note towards another course is valid for six months.

## CANCELLATION POLICY

### Your Right to Cancel

1. You may send another person on the course instead of cancelling your attendance, providing you inform us prior to the start date
2. You have a right to cancel your contract with us within 14 days of booking. Once you have completed your booking and **received** your emailed/verbal confirmation of enrolment or a dated payment receipt, you are deemed to have a contract with EYS.
3. You have the right to cancel this contract with us without giving any reason. The cancellation period will expire at the end of 14 days after EYS confirms your enrolment. If you wish to cancel in accordance with the Consumer Rights Act you must inform us of your decision in a clear statement by sending an email [office@earlyyearsservices.co.uk](mailto:office@earlyyearsservices.co.uk) You may wish to use the model cancellation form below.

### Effects of Cancellation

1. If you exercise your right to cancel before the course begins, we will reimburse you all payments received from you or offer to transfer this credit to another course where appropriate. We will make any reimbursement or credit note without undue delay, and not later than 21 days after the day on which we are informed about your decision to cancel the contract.
2. We will make reimbursement using the method in the table below. If we need to reimburse by bank transfer we will deduct bank charges.

### Payment Method:

BACS

Credit/Debit Card

### Complaints

EYS makes every effort to ensure you are satisfied with the service. In the unlikely event that you have a complaint about any aspect of the training this should be made in the first instance to the department via email: [office@earlyyearsservices.co.uk](mailto:office@earlyyearsservices.co.uk) We will follow the complaints procedure, details of which are available on our website <https://earlyyearsservices.co.uk/>.