

Connevens Limited Training Cancellation Policy

We understand that circumstances may occur which means you need to cancel or reschedule a training date.

How to cancel a training session

In the first instance, you should contact your trainer direct to cancel your training. They will have provided you with their email/telephone contact details. Please get in touch with them as soon as possible if you will not be able to attend the session.

If you are not able to get in contact with your trainer, please contact Connevens Customer Services by telephone (01737 247571) or email (training@connevens.com). Our offices are open 8:30 to 17:00, Monday to Friday, excluding bank holidays.

It is your responsibility to ensure that you make contact with either your Trainer or Connevens to confirm cancellation of a training visit.

The cancellation notice period

We will do our utmost to re-assign a trainer onto other work but our standard cancellation policy is:

- For cancellation within 24 hours of the visit/training or non-attendance, 100% of the value will be charged.
- No charge will be made with notification of 24 hours or more.

The impact of non-cancellation

If you need cancel a session with less than 24 hours notice; or do not attend a booked and confirmed session, we will have to charge for the full cost of the session.

Before we can make arrangements for another session, you will need to contact your disability advisor/assessor who will need to seek further approval for the cost of a second session.

Please note that before our trainers are able to attend a session, it must be not only booked but confirmed with you. If they are unable to reach you to confirm the session (not more than 7 days in advance and not less than 24 hours), the trainer will not attend. Please ensure that you are contactable prior to the session.