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**TYKES TEACHING ALLIANCE CANCELLATION POLICY**

**Payment terms**

Our standard payment terms is by invoice and the payment needs to be made 30 days from the date of invoice.

**Course bookings**

Bookings may be made by email, via the Tykes Teaching Alliance website or by phone. Please quote purchase order numbers where applicable.

**Transfers**

Should circumstances mean that you need to transfer to another Tykes Teaching Alliance course, the following charges will apply, dependent on notice given:

* First transfer, made more than four weeks prior to the course start date - no charge
* Two to four weeks’ notice given - 25% of the course fee
* Less than two weeks’ notice given - 50% of the course fee.

All transfers must be taken within a period of six months from the original date.

**Cancellations**

Should circumstances mean that you have to cancel your course and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

* More than two weeks prior to the course start date - no charge
* One to two weeks prior to the course - 50% of the course fee
* Less than one weeks prior to the course - full fee.

NB Cancellation must be made via email and received by Tykes Teaching Alliance by the due date.

**Non-attendance**

If you do not attend a course, and you have not previously informed us, the full course fee remains payable.

**Unforeseen circumstances**

On occasion, unforeseen circumstances may require us to cancel a course. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

**Alliance Board funded places**

Where a course is funded by the Barnsley Alliance Board the cancellation policy still applies and they will issue invoices for late cancellation or none attendance directly to the school.