



emqc Ltd Cancellation/Postponement Policy

emqc will ensure clients are made aware of this policy at the earliest point of contact and will examine each cancellation and/or postponement, taking into account any exceptional circumstances* emqc and associate time and involvement surrounding the request, before deciding whether this policy should apply. It should be noted that associates are self-employed and once activity dates are agreed they are unable to substitute cancelled assessments with replacement work at short notice.

1. Confirmation of Cancellation and/or Postponement

For all cancellations and/or postponements these should be sent in writing to emqc via bookings@emqc.co.uk. emqc will confirm receipt of cancellations and/or postponements in writing detailing any associated costs. Please note that the confirmation sent by emqc will be used as proof of receipt only. Should you not receive confirmation from emqc within 48 hours please contact the office on 0845 304 8600.

Once an activity date is entered onto our CRM system and confirmed in writing the maximum fee to be charged to the client will be in accordance with the details as stated below.

2. Cancellation and/or Postponement of Assessment, Advice, Consultancy Services and Bespoke Workshops/Programmes

Once the confirmed activity is cancelled or postponed by the client emqc reserves the right to charge the client a cancellation fee based on the estimated costs of the proposed activity.

Number of working days before confirmed activity date	Maximum charge
30 or more working days before activity commences	£25 administration fee + 100% of the planning time.
10 – 29 working days before activity commences	60% of the estimated cost + any assessor expenses.
9 working days or less before activity commences	100% of the estimated cost + any assessor expenses.

Please note: 'working day' means any day (other than a Saturday or Sunday) on which banks in the United Kingdom are open for business.

*Exceptional Circumstances

Charges will not be applied in the following circumstances:

- The announcement of major redundancies accepted by emqc i.e. 30% of the employed workforce are made redundant (evidence may be required)
- The announcement of a take-over/buy out
- Death of a Senior Executive.
- Structural damage of a company building which makes the company un-operational.
- Exceptional adverse weather conditions whereby cancellation and/or postponement are unavoidable

It should be noted that the following scenarios are not deemed as 'exceptional circumstances':

- Notice being given of any Inspections – such as Ofsted.
- Changes to organisational structure
- Awarding of a new major contract or lose of a major contract that links to potential funding
- Not had time to prepare for the Assessment/Review

Additional Points

If the Cancellation/postponement Policy is being applied, revised dates for the confirmed activity can be agreed between the client and our Associate, however the activity must not be conducted until the invoice covering the cancellation/postponement fee has been paid in full. Please note this invoice will cover the cancellation/postponement fee only. Once the re-arranged activity has been completed the client will then be invoiced separately for the completed activity. The cancellation/postponement fee is not deductible from the final cost of any completed activity.

3. Refund Charges

emqc's financial year runs from 1st April to 31st March. For clients taking advantage of the ability to pay for services in advance, if the client does not progress with the services the following charges will apply and will be deducted from any refunds.

Time	Maximum charge
Up to 12 months after the emqc invoice date	£25 administration charge and 100% of any planning activity that has already taken place
Up to 18 months after the emqc invoice date	50% of the cost and 100% of any planning activity that has already taken place
Up to 24 months after the emqc invoice date	75% of the cost and 100% of any planning activity that has already taken place
24 months or longer after the emqc invoice date	100% of the cost

***Exceptional Circumstances**

Charges may not be applied for the following;

- The announcement of major redundancies accepted by emqc i.e. 30% of the employed workforce are made redundant (evidence may be required)
- The announcement of a take-over/buy out
- Death of a Senior Executive
- Structural damage of a company building which makes the company un-operational.
- Exceptional adverse weather conditions whereby cancellation and/or postponement are unavoidable

4. Cancellation and/or Postponement of Events and Workshops

If delegates booked on a workshop/event cancel their placement at short notice emqc reserves the right to charge the client a cancellation/postponement fee based on the commercial rate advertised for the cost of the workshop/event.

Number of working days before workshop/event	Maximum charge
14 working days or more before workshop/event commences	0%
13-7 working days before workshop/event commences	50% of the cost
6 working days or less before workshop/event commences	100% of the cost

Additional Points

Some events and workshops will be offered free of charge. However delegates booked on these workshops/events will be requested to send a cheque for £25 to secure their place. This will be returned on the day of the event/workshop. If delegates cancel within 6 working days or less or do not attend, the £25 cheque will be processed to cover administration.

5. Cancellation of Full Programmes (e.g. sfedi)

If a candidate cancels their programme the following charges apply.

Number of working days	Maximum charge
Up to 3 months after the emqc invoice date	£25 administration charge, 100% of any completed activity and planning activity that has already taken place
3 months or longer after the emqc invoice date	100% of the cost

6. If emqc Cancels/Postpones

For any services described above there may be unexpected circumstances whereby dates for these services need to be re-arranged by emqc. For example:

*Unexpected Circumstances

Charges will not be applied if emqc cancels and/or postpones for the following;

- Exceptional adverse weather conditions whereby cancellation and/or postponement are unavoidable
- Due to Associate illness (whereby an alternative Associate has been unable to be provided)

The re-arranging of any dates will be the last resort and we will endeavour to inform you at least 24 hours in advance.

For the cancellation of any workshops/events emqc will telephone the organisation and the delegate (where possible) as well as posting a note on the emqc website. An alternative date for the workshop/event will be provided as soon as is possible.