



emqc Ltd Cancellation Policy

emqc will ensure clients are made aware of this policy at the earliest point of contact and will examine each cancellation and postponement, taking into account any exceptional circumstances* surrounding the request, before deciding whether this policy should apply. The maximum fee to be charged to the client will be in accordance with the details below.

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

If the proposed activity is cancelled or postponed at short notice 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 proposed activity date	Maximum charge
30 or more	0% - except for any planning activity that has already taken place (in which case 100% of the planning time is chargeable)
10 – 29 working days	60% of the estimated cost
9 working days or less	100% of the estimated cost

*Exceptional Circumstances

Charges may not be applied for the following;

- the announcement of major redundancies
- the announcement of a take over/buy out
- exceptional personal circumstances

Additional Points

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

2. 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
- the announcement of a take over/buy out

3. 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 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	0%
13-7 working days	50% of the cost
6 working days or less	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.

4. 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

5. 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.

6. 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.