

## **Yorkshire and the Humber leadership academy cancellation policy**

In most if not all instances, attendance at a programme, event or workshop run by Yorkshire and the Humber Leadership Academy (YHLA), is at no cost to the participant with places fully funded by us. This cancellation policy has been created to ensure this public funding is used efficiently and responsibly.

In registering your attendance at a YHLA event you agree to abide by our cancellation policy as detailed below. This will ensure that our events can run as planned, successfully and at capacity to ensure value for money. In letting us know that you are unable to attend in good time (at least two weeks prior to the event date), we can offer your place to a waiting list we may hold for the event or re-advertise its availability.

We understand that cancelling at short notice is sometimes unavoidable. However, your commitment to attending the event is crucial to the overall success and outcome of our events, as well as to your own development.

In all instances we are happy to work with you, to make sure that you get the best out of the events YHLA offer, and to make sure that all our NHS colleagues can take advantage of our development activity.

### **How to make a cancellation**

When Eventbrite has been used as the primary means of signing up to an event, cancellations should be made in the first instance via your 'Eventbrite' Account at the first available opportunity. The request to cancel your attendance via your Eventbrite account will be considered as formal notification in all circumstances.

You can also notify us of your cancellation via email to [leadershipenquiries.yh@hee.nhs.uk](mailto:leadershipenquiries.yh@hee.nhs.uk) if necessary or if your place at the event has been registered via methods other than booking with Eventbrite.

We will acknowledge the cancellation date as the date of request by the participant, either through cancellation via Eventbrite or notification via email to the address listed above.

If you are unsure how to proceed with your cancellation, please email to [leadershipenquiries.yh@hee.nhs.uk](mailto:leadershipenquiries.yh@hee.nhs.uk).

If you are unable to attend your event, you may be able send a substitute participant if they meet the programme criteria for the event. In most cases, substitutions can be made up to and including the day of the event.

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## What constitutes a cancellation and non-attendance?

**Withdrawal of interest** is classed as a cancellation via the participant's Eventbrite Account more than four working weeks in advance of the event, or via email. It also includes withdrawal of application forms or expressions of interest forms / emails.

**A cancellation** is classed as removal of registration from an event, and where YHLA is informed via the participant's Eventbrite Account four working weeks in advance of the event, or via email.

**A late cancellation** is classed as removal of registration from an event, and where YHLA is informed less than 4 working weeks via the participant's Eventbrite Account in advance of the event or via email, up to and including the working day before the event is due to take place.

**Non-attendance** is classed as a participant not attending on the day of the event without any prior notification to YHLA via the participant's Eventbrite Account or via email to a member of the YHLA team that they are unable to make it, and without the provision of a suitable substitute the participant has sourced to take their place.

Should a participant attend less than the full length of the event due to late arrival or early departure and *does not inform YHLA in advance* that this is the case, this will be classed as non-attendance of the programme and the sponsoring organisation will be notified.

Where a programme requires full attendance over a series of workshops, attendance at all elements of these programmes is expected. Failure to attend all sessions will have an impact on both personal development and programme delivery and will impact on the individual's opportunity to access any future development offers.

## Penalties for non-attendance

**Non-attendance**, where the participant fails to attend an event without notification prior to the day of the event the *penalty is fixed at £100*, and where no reasonable explanation for non-attendance has been supplied either by the participant or their sponsoring organisation within three working days of the event taking place.

**Reasonable explanations for non-attendance** include ill health, unexpected carers' duties, localised adverse weather conditions affecting travel, emergencies.

The sponsoring organisation will be notified of non-attendance by us. Should a participant fail to attend *two* events without notification prior to the day of the event, the YHLA team will notify them that any further non-attendance will result in access to all YHLA offers being removed for one year. Therefore, failure to attend *three* events will result in access to offers being removed and the sponsoring organisation being notified of the action.

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Type of cancellation	Deadline	Action	Follow up
<b>Withdrawal of interest</b>	4 weeks or more before the event	Participant informs YH Leadership Academy via email.	Receipt acknowledged by YH Leadership Academy.
<b>Cancellation</b>	4 weeks before the event	Participant informs YH Leadership Academy via email or cancels booking via Eventbrite.	Receipt acknowledged by YH Leadership Academy.
<b>Late cancellation</b>	4 weeks or less to the event	Participant informs YH Leadership Academy via email or cancels their booking via Eventbrite.	Late cancellation noted and reported back to the employing organisation if the place is not substituted.
		Participant requested to find suitable stand in for their place.	YH Leadership Academy to offer availability to the event's waiting list (if applicable)
<b>Non-attendance</b>	The day of the event	Participant does not send prior notification to YH Leadership Academy via email, phone or Eventbrite booking cancellation that they are unable to attend, nor sends a substitute to fill their place.	YH Leadership Academy to follow up within 3 days of the event date.
			YH Leadership Academy to issue fixed penalty of £100 in cases where no apologies have been noted.
			YH Leadership Academy to notify the employing organisation of non-attendance and to notify the participant of any restrictions to attending future events if applicable.

For further information contact [leadershipenquiries.yh@hee.nhs.uk](mailto:leadershipenquiries.yh@hee.nhs.uk).