

## Assessment Services Ltd Cancellation / Postponement Policy

Assessment Services Ltd will ensure customers are made aware of this policy at the earliest point of contact. Each request for a cancellation and/or postponement will be examined on a case by case basis, considering Assessment Services Ltd and Assessor time and involvement surrounding the request.

### 1. Confirmation of Cancellation and/or Postponement of Paid Activity

All requests for cancellations and/or postponements should be sent in writing to Assessment Services via [info@assessmentservices.com](mailto:info@assessmentservices.com) making the email subject '**ASSESSMENT POSTPONEMENT**'. Assessment Services Ltd will confirm receipt of cancellations and/or postponements requests in writing detailing any associated costs. Please note that the confirmation sent by Assessment Services Ltd will be used as proof of receipt only. Should you not receive confirmation from Assessment Services within 48 hours please contact the office on 020 8123 0725.

### 2. Cancellation and/or Postponement of Assessment

Once a confirmed assessment is cancelled or postponed by the Customer, Assessment Services reserves the right to charge a cancellation fee based on the estimated costs of the proposed activity.

Number of working days prior to the confirmed evidence gathering activity date	Maximum Charge
30 or more working days before evidence gathering activity commences	25% of the invoiced fee.
10 – 29 working days before evidence gathering activity commences	60% of the invoiced fee.
9 working days or less before evidence gathering activity commences	100% of the invoiced fee.
<b>Other Charges</b>	
Booking Form Cancelled 3 consecutive times without progressing*	£125 administration fee

**\*NB:** Administration fees will be required to be settled in advance of submitting a new booking request.

#### **Please Note:**

The cancellation/postponement fees will need to be settled before a new sales invoice can be issued for re-arranging assessment evidence gathering dates. *(A new booking form will not be required if the revised on-site dates fall within the 6 months of when the booking form was originally received).*

If the new sales invoice is not paid within 60 days from the date of issue, Assessment Services reserves the right to cancel the booking form including the new sales invoice.

**NB:** Both invoices will need to be settled before any revised dates for the confirmed activity can be formally agreed between the Customer and Assessment Services.

### **3. Cancellation and/or Postponement of Events and Workshops**

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

<b>Number of working days before workshop/event</b>	<b>Maximum charge</b>
14 working days + before workshop / event commences	Admin fee of £30
13-7 working days before workshop/event commences	50% of the fee
6 working days or less before workshop/event commences	100% of the fee

### **4. If Assessment Services Cancels/Postpones**

For any services described above there may be unexpected circumstances whereby dates for these services need to be re-arranged by Assessment Services. In these circumstances 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 Assessment Services will telephone the organisation and the delegate (where possible) as well as posting a note on the relevant website. An alternative date for the workshop/event will be provided as soon as is possible.