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| **Music & Arts Service** - 21 Market Street, Shipley, Bradford, BD18 3QD  Tel: 01274 434970  Email: [schoolsmusicandarts@bradford.gov.uk](mailto:schoolsmusicandarts@bradford.gov.uk)  Web Address: [www.bradfordmusiconline.co.uk](http://www.bradfordmusiconline.co.uk)    **Applies to all chargeable and free training/courses/inset and conferences** |

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| **Length of notice for cancellation** | **Charges applied** |
| Over 2 weeks(15 days or more) notice | Full refund |
| Up to 2 weeks (14 days) notice  Charged training/courses /Inset/conferences | No refund |
| Non-attendance- charged training/courses/Inset/conferences | No refund |
| Over 2 weeks(15 days or more) notice FREE  training/courses/Inset /conferences | No cancellation charge |
| Up to 2 weeks (14 days) notice FREE  training/courses/Inset /conferences | £50 full day/£25 half day or less cancellation charge |
| Non-attendance- FREE training/courses/Inset/conferences | £50 full day/£25 half day or less cancellation charge |

Whilst some places may be offered free, there is still a cost to the Music & Arts Service for the provision of these free places. Where places are free, charges will be processed for all non-attendance as detailed in the table above.

**How do I cancel a place on a course?**

You must notify us in writing if you wish to cancel a place. You can do this: via email – [schoolsmusicandarts@bradford.gov.uk](mailto:schoolsmusicandarts@bradford.gov.uk)

via post – Music & Arts Service, 21 Market Street, Shipley. BD18 3QD

If your line manager has another member of staff who can take up your place then he/she must contact the Music & Arts Service and advise them of the changes. If this is possible then no cancellation fees will be imposed.

Cancellation notice will be accepted from the date it is received.

**Music & Arts Service cancellation of training/courses/inset/conferences**

We work hard to keep costs low for our customers and often use Arts Council funding to support these areas where appropriate. Where minimum numbers have not been met, we reserve the right to cancel/postpone. A general assumption is that we will postpone if 75% capacity is not reached a week before the scheduled date. However, this will be at the discretion of the Music & Arts Service. Where cancellation is necessary and you have paid to attend, we will issue a full refund. You will be given the opportunity to book another place where this is possible.

**Adverse Weather Conditions**

During adverse weather conditions we know it can sometimes be difficult for trainers and participants to get to venues. During adverse weather conditions the Music & Arts Service regularly check for weather and traffic updates. If the weather forecast indicates that trainers or participants will have difficulty either getting to the venue or getting home again, we will make a decision whether to cancel or amend start/finish times. Should cancellation be necessary by us we will issue refunds or reschedule.

During the weekend it can be difficult to predict changes in the weather, if there is a risk of heavy snow (or other adverse weather conditions) but this is not confirmed, the Music & Arts Service will ensure that participants can be contacted on the morning of training/course/inset/conference to advise if cancellation is to take place.

If the training/course/inset/conference runs, but you choose not to attend because of the weather, this will be your own responsibility and you will be charged for non-attendance.