

AIT Cancellation and Non Attendance Policy

for in-house training activities, consultancy, coaching and mentoring

This cancellation policy applies to in-house training activities, consultancy, coaching and mentoring assignments booked with or through AIT.

When entering into a commitment to provide an in-house training course or consultancy assignment, AIT undertakes to deliver the work to the specification and quality standards of the commissioning organisation.

Once a date has been agreed for the delivery of the work our standard cancellation policy will apply.

- If an event is cancelled within 30 days of the booked date there will be a cancellation charge of 50% of the agreed fee.
- If an event is cancelled within 15 days of the booked date there will be a cancellation charge of 100% of the agreed fee.
- If an event based on AIT resources solely, is rescheduled at the time of cancellation to take place within six months of the original date, no cancellation fee will be charged.
- If the event does not take place on the rescheduled date cancellation fees will be charged. No further re-scheduling of the date will be accepted.
- If an event based on external speakers, facilitators or other resources, is rescheduled within 30 days of the booked date there will be a rescheduling charge of 50% of the agreed fee, to cover facilitators travel and remuneration.
- If an event based on external speakers, facilitators or other resources, is rescheduled within 15 days of the booked date there will be a rescheduling charge of 100% of the agreed fee, to cover facilitators travel and remuneration.

Where a number of dates have been agreed for the delivery of the work then the appropriate cancellation charge will be applied for each individual date. All cancellations should be confirmed in writing to excedu@ait.gr

Cancellation by AIT

If the consultant/facilitator assigned to undertake an in-house training course or piece of consultancy is unable to deliver the work, AIT will endeavour to find a replacement consultant at no additional expense to your organisation. However, in some circumstances it may be necessary to withdraw from the piece of work. **In these circumstances, provided we have given you at least five working days notice of the cancellation, we will not be liable for any costs incurred by your organisation associated with the piece of work.**