

*(Reading) CIC*

**Auto Skills (Reading) CIC**

**Session Booking and Cancellation Policy**

**Auto Skills (Reading) Booking and Cancellation Policy:**

We understand that by the nature of the needs of the students we cater for, it may be necessary to alter or cancel sessions, and as such we endeavour to be as flexible as possible. However, we arrange staffing and resources for each day according to students booked, so last minute changes have a considerable detrimental impact.

Our policy is that the first four weeks of any placement is considered a trial period and during that time the placement can be changed or cancelled as necessary, with 48 hours written notice (via email to [office@autoskills.org](mailto:office@autoskills.org)) of cancellation. Any cancellation with less than 48 hours’ notice will incur the full charge for the session.

After the introductory four week period, the placement will be considered established and we will then require 4 weeks written notice of cancellation. The placement details (such as day(s) attended) may be amended subject to availability with no formal notice required.

All bookings, changes and cancellations must be in writing via email (in the case of telephone or face to face conversations, these must be confirmed by email).

All bookings are subject to us being in possession of relevant paperwork (ie Consent and Referral forms, Risk Assessment etc.) before the commencement of the first session. It is the responsibility of the referring organisation to ensure that we are updated with any changes. We are unable to accept verbal consent or anything other than our fully completed paperwork.

Auto Skills (Reading) CIC retains the right to immediately terminate any placement without notice if it is necessary to ensure the safety and wellbeing of other students and our staff.

This policy was adopted on 1st February 2018.

This policy was reviewed on 4th February 2020.

To be reviewed February 2022

Signed: (Angus Vinicombe, Director)