

Greater Manchester Higher Cancellation Policy

Greater Manchester Higher operates the following cancellation policy:

Upon return of your booking, the host institution will confirm details with you over email.

By submitting a booking, schools/colleges are agreeing to our cancellation policy which is outlined below.

Greater Manchester Higher reserves the right to charge schools/colleges a cancellation fee of up to £350 where less than 14 days' cancellation notice has been given. This fee is to contribute to costs already incurred such as staffing, catering and resources, which will already have been booked and purchased. (The costs we incur from late cancellations can be as high as £2500 for some of our events and therefore we are keen to avoid late cancellations where possible).

Once a booking for an activity has been taken the school or college agrees to the following:

Prior to the event:

- i. To communicate any change in the number of attendees, giving as much notice as possible;
- ii. To return any requests for information needed before an event including number of attendees, monitoring and evaluation data (free school meals, learners who are young carers and learners with disability) and dietary and medical requirements etc.
- iii. To notify the host University if a visit is being cancelled within the time period set out in the cancellation policy.

Contact details:

Greater Manchester Higher

Manchester Metropolitan University

Manchester M15 6BH

Website: www.gmhigher.ac.uk

Phone: 0161247 1244

Email: gmhigher@mmu.ac.uk