

Greater Manchester Higher Cancellation Policy

By submitting a booking request, schools/colleges are agreeing to adhere to the Greater Manchester Higher cancellation policy as 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 or where learner numbers are significantly reduced without prior agreement (at least 14 days' in advance of the event). 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 confirmed, the school or college agrees to undertake the following in good time prior to the event:

- i. 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 event organiser(s) of any potential changes or issues with attendance within the time period set out in the cancellation policy.

Where unavoidable circumstances, such as those caused by a health & safety incident, result in a school/college having to cancel an activity at short notice Greater Manchester Higher can waive the fee if all reasonable steps were taken to minimise impact.

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