

Digital Innovation Centre Charging Policy

By booking an event or facility at the Digital Innovation Centre, you automatically accept the following terms:

- 1. Commitment:** The Digital Innovation Centre is dedicated to providing quality training and development opportunities to the Health and Social Care Workforce in Kent & Medway, including mostly free or fully funded courses.
- 2. Acceptance of Charging Policy:** This policy is applicable to all events, whether online or classroom-based. Details are available on our website and will be provided at the booking point via Eventbrite. Those booking facilities will receive a form which must be signed, affirming acceptance of this policy.
- 3. Cancellation Charges:** Charges based on cancellation timings and non-attendance are as follows:
 - **Less than 1 week:**
 - Cancellations within 5 days: Email us the details of the attendee.
 - Charge:
 - Short course/half-day - £25
 - 1-day course - £50
 - Multiple-day courses - £50/day
 - **Non-attendance:**
 - If no show or no prior substitution notice:
 - Charge:
 - Short course/half-day - £25
 - 1-day course - £50
 - Multiple-day courses - £50/day
 - **4 weeks prior:**
 - For businesses renting facilities. If no show or tasks were conducted in preparation:
 - Charge: 50% of total invoice.
 - **Under 1 week notice:** Full charge applies.
- 4. Responsibility:** Charges due to late cancellations or non-attendance fall on the participant, their business, or, if specified, their employer. Employers can choose to enforce their own charging policies with their staff.
- 5. Follow-up:** The Digital Innovation Centre will inquire about all non-attendances and incomplete sessions to understand the reasons.
- 6. Exceptions:** We reserve the right to waive charges in exceptional cases. Those who violate this policy may be refused future bookings or enrolment onto courses.
- 7. Appeals:**
 - All charging appeals are considered.
 - Initial appeals should be directed to: Business Support Manager at bookings@digitalinnovation.care.
 - Unsatisfied individuals/companies can escalate to the Managing Director.
 - Invoicing is postponed until the appeal resolution.

Your booking signifies acceptance of these terms.