

# Warwick Institute of Engagement Training Cancellation Policy

Due to an exceptionally high rate of last-minute cancellations and no shows for training activity being organised by Warwick Institute of Engagement we are implementing a cancellation policy as of August 2023. Our series of masterclasses is led by expert trainers who are paid a fixed fee to deliver the workshops they put on for us. There is a significant cost to running this activity and last-minute cancellations and no shows means that the university's investment is wasted as no one else can use that place due to lack of notice. It is also disrespectful to the trainers we're working with who have prepared sessions based on the numbers booked and must quickly reformat their plans to account for low attendance.

Going forward attendees will be required to cancel their booking at least 7 calendar days in advance or a receive a strike against their record for the remainder of the academic year.

Those with two strikes against their name will be barred from attending further WIE training activity. They will also be disqualified from leading applications to any funds run by Warwick Institute of Engagement, such as our Collaboration and Co-Production Fund or our Module Development Fund.

We will remove strikes and any resulting sanctions at the end of each academic year, resetting the count each August.

## Exceptions

We appreciate there is sometimes genuine reasons why people cannot attend at the last minute. If you are not able to attend due to illness or an emergency, then please send us an email to let us know this is the case and we will remove the strike from your record. Please don't feel you need to share any details with us, we will take you at your word.

We do not accept the need to attend other meetings or a high workload as a reasonable excuse for a last-minute cancellation, by booking a place on the training course you are agreeing to prioritise attendance. You can of course still cancel up to 7 days in advance without penalty if meetings are put into your diary.

## How this will be communicated

- It will be clear upon booking an activity if this cancellation policy applies.
- This policy and a link to cancel will be included in all booking confirmations.
- We will send out automated reminder emails 14 days before each event informing bookers of the requirement to cancel if they cannot attend and do not wish to receive a strike against their name.
- We will encourage those who don't attend to let us know if there was a genuine reason for their non-attendance before we place a strike against their record.
- Those who receive one strike will be emailed to inform them and warning them of the consequences of receiving a second strike.
- Those with two strikes will be emailed to inform them of their sanctions and from what date these will lift.