

FORS Cancellation Policy

Definitions:

You – As used below, “you” refers to the ticket buyer, attendee, or representative from the company named in the booking.

Cancellation Notice Period (21 Days) – days are counted between the day you request cancellation and the day the course is due to be delivered. For example - if your course was booked for the 23rd of the month, you would need to notify FORS by the 1st to avoid the cancellation fee being applied.

Funded course – A funded course includes all courses delivered by FORS for which there is no attendance charge (incl. free, subsidised, part-funded, or fully funded courses). Funded course bookings that are open to FORS Members are valued at £75 + VAT.

Why does FORS charge for cancellation and failure to attend?

FORS recognise that delegates will book courses and find that they are unable to attend. If you notify FORS of your cancellation more than 21 days prior to the event no charge will be applied. You can also, at any point, up to and including the day of training, change delegate details.

When a booking is cancelled without 21 days notification or a delegate fails to attend, the charge is payable. The reasons for this are:

- FORS training events are currently over-subscribed and organisations have to plan their training well in advance. FORS believe that this policy is fair and transparent and allows for adequate notice and forward planning, by all parties.
- Each of our FORS courses has dedicated training resources allocated to them (e.g. venue, trainer and associated training material) of which fixed costs are associated.
- The funded courses that FORS offer are subsidised in part by public money invested for the purpose of creating safer roads. Eligibility for this funding relies on delegates meeting our cancellation policy, to ensure that this resource is not misused and allocated appropriately.

If the cancellation fee is applicable and payment is subsequently not received then FORS reserves the right to cancel all further bookings for FORS funded training for the organisation in question, until the matter is resolved.

How to cancel:

You can cancel a course place via Eventbrite or email FORS (enquiries@fors-online.org.uk) with your FORS ID number when requesting a cancellation.