

## 21 - Cancellation Policy

<b>Version:</b>	1
<b>Last review date:</b>	January 2017 (no changes)
<b>Reviewed by:</b>	Anne Stenning, CFO
<b>Next Review date:</b>	April 2019
<b>Approved by:</b>	David Fry, CEO

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## 1. Introduction

'Specialist Training' is band 4 Non-Medical Help Support Provision, funded by Disabled Students Allowance, recommended to support you to set-up and develop your Brain in Hand licence.

Your Specialist Trainer will book and confirm your Specialist Training session(s) with you:

- ✓ To 'Book' means they will agree the date, time and location of the session with you and outline the proposed content of the session by email,
- ✓ To 'Confirm' means they will confirm with you the date, time and location of the session by phone, text or email between 24 hours and 7 days in advance.

By booking the session you confirm that you have not completed or withdrawn from your course and are eligible for DSA funding.

## 2. Cancelling your Specialist Training Session(s)

You can rearrange or cancel your Specialist AT Training session(s) direct with your Specialist Trainer, or you may email us at [DSA@braininhand.co.uk](mailto:DSA@braininhand.co.uk).

**You must give at least 24 hours notice** to cancel or rearrange a Specialist Training session.

If you do not provide 24 hours notice of a cancellation, or you fail to attend a session, the cost of your Specialist Training will still be deducted from your DSA Allowance.

This includes scenarios such as:

- You cancel due to reasons outside of your control, for example because you were ill or had a personal emergency or unforeseen circumstances,
- Where you do not attend a session and could have cancelled the session with more than 24 hours notice.

Brain in Hand has a duty to notify your funding body where sessions are not attended or are cancelled without providing 24 hours notice.

Where more than two sessions have been missed per term, to ensure that all parties understand their responsibilities and that the reasons for missed sessions are being investigated and documented, your funding body may decide that your DSA funding may be suspended.

Therefore, if you decide that you no longer need or want Specialist Training support please let us know by emailing us at [dsa@braininhand.co.uk](mailto:dsa@braininhand.co.uk) or calling **01392 247909** to avoid the late cancellation of any booked Specialist Training session(s).

### **3. Cancelling your Brain in Hand Licence or Facilitation Services**

The above policy relates to Brain in Hand Specialist AT Training (band 4 NMH) support provision.

To cancel your Brain in Hand University Edition licence or National Autistic Society Facilitation Service you must do so in writing. Download a **BiH Cancellation Form** from <http://braininhand.co.uk/university-edition-student-support/> and post it to us at: Brain in Hand Ltd, The Innovation Centre, University of Exeter, Exeter, EX4 4RN; or email us at [support@braininhand.co.uk](mailto:support@braininhand.co.uk) from the email address specified on your account.