

EMAS Training Further Information and Cancellation Policy

Booking Information

To book on any of the below CPD sessions, please contact our admin team on admin.emas@coventry.gov.uk or the EMAS teacher team emasteachers@coventry.gov.uk with the name of the CPD, date and the name and email address of who will be attending. They will then be included on the attendee list and a confirmation email will be sent confirming all CPD details to the attendee with any other relevant information.

For **virtual Teams sessions** Microsoft Teams links will be sent out on the day of the CPD session, with the exception of morning sessions when the link will be sent the day before. It is the delegate's responsibility to ensure they have received the joining link before the scheduled session. Please check your junk/spam folders. If you have not received the link, contact us using the details below.

Like in person, delegates attending online will be requested to participate in tasks such as sharing ideas with colleagues and commenting on resources. To be able to fully participate in training sessions, please check that audio equipment such as a microphone and speaker are available on devices used and content can be navigated by scrolling or clicking and typing. A second screen or device such as a phone or tablet could be beneficial so that documents can be viewed throughout the session.

Cancellation Policy

We reserve the right to cancel or postpone any course due to unforeseen operational difficulties (e.g. inclement weather, venue issues, insufficient delegate numbers, or trainer sickness). We will inform you as soon as possible using the email address provided when booking. Where possible, an alternative date will be offered.

Cancellation Charges

Fees will apply if a delegate does not attend and no substitute delegate is nominated.

Notice Periods

If you notify us of your intention to cancel and do not nominate a substitute delegate:

More than 48 hours before the session – **no charge**

Within 48 hours of the session – **50% charge**

Non attendance – **full cost**

To cancel bookings, please use the contact details below.

Email: admin.emas@Coventry.gov.uk or emasteachers@coventry.gov.uk

Phone: 024 7697 5491