

Event Cancellation Policy

The following terms will apply if Community Pharmacy Greater Manchester (CPGM) cancels an event:

1. We will notify you of the cancellation of an event you have booked, no later than 7 days* before it is due to run
2. We will do this by email and, when possible, will follow up with a phone call / text message.
3. A notice informing contractors that the event has been cancelled will be posted on the CPGM website: <https://greatermanchester.communitypharmacy.org.uk>
4. If the event is rescheduled for a later date, we will notify you by email to enable you to re-book or accept

** In exceptional circumstances, we may cancel an event at very short notice, e.g. due to facilitator ill-health, fire at venue etc. In this event, we will make every effort to let you know in advance. Please make sure that the contact details you provide are correct and your emails are checked regularly.*

The following terms will apply if you (the attendee) cancel an event/training booking:

1. All bookings will only be processed subject to acceptance of our right to charge a fee for late cancellations and non-attendance
2. All cancellations must be notified to us in writing by email to enquiries@cpgm.org.uk. Phone cancellations will not be accepted
3. CPGM will respond to all requests for cancellation within 72 hours
4. No fee will be charged where we have received notification of the cancellation 10 days or more prior to the event
5. Cancellations made with less than 14 days' notice will be charged at the venue's day delegate rate of **£45.00**, in line with their booking policy
6. Non-attendances on the day of the event will be charged at £45.00
7. If you fail to pay the cancellation charge within 21 days, CPGM reserves the right to exclude you from access to our events for a 12-month period, or until payment is received (whichever is sooner)
8. All cancellations will be reviewed by the CPGM team. We reserve the right to waive the fee under certain circumstances