

Online training: Construction Logistics Planning *Cancellation Policy*

Delivered by:  Construction
Logistics and
Community Safety

Unable to attend training

If you are unable to attend a training course, you have three options:

- Send a substitute – you will need to notify the training team in advance
- Transfer to another course – this can be done 5 working days or more ahead of the course
- Receive a refund – more than 10 working days' notice is required for a full refund

Full charges will be applied where participants fail to attend.

Virtual Classroom access issues

You must attend CLOCS virtual training using a computer or laptop, and your device must have a camera and microphone, as well as audio in the form of speakers or headphones.

When you are booking a place onto CLOCS training, it is your responsibility to make sure you have the correct equipment and CLOCS will not be responsible if you cannot join a session because you don't have the correct equipment.

You must also make sure you have good computer broadband connectivity through the entire training event. CLOCS will not be responsible if you cannot join a session or if you drop out and cannot re-join because of your own connectivity problems.

Cancellation by CLOCS

If CLOCS cancels the training for any reason, we will notify alternative dates as soon as possible. If transfer to a future course proves unsuitable, then a full refund will be arranged.