

# **CLOCS training:** **Site Access Traffic Marshal Train the Trainer** *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.

## **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.