

Amelia Learning Service Cancellation Policy

Cancellations by schools

Onsite sessions

While standard sessions onsite at the Amelia are free to attend, running the learning service carries a cost to the organisation. Any last-minute cancellations therefore incur a fee of £45 to reflect administrative and delivery costs and the school will be invoiced within 7 days of receipt of notification of cancellation. A last-minute cancellation is defined as a school providing less than 7 days' notice of the cancellation. All communication regarding cancellations and postponements should be directed by email to learningattheamelia@tunbridgewells.gov.uk and will be confirmed by email

If you send a cancellation email earlier than the minimum 7-day notice period and have not received a confirmation email confirming cancellation acceptance within 2 days, it will be your responsibility to follow up with a phone call to the Amelia Learning Team on 01892 554 181.

Outreach sessions

Standard outreach sessions are charged at £90 per class.

Cancellation fees

- Within 21 days of the visit: £45 per session (50% of booking cost)
- Within 14 days of the visit: £67.50 per session (75% of booking cost)
- Within 7 days of the visit (defined as 'last-minute'): £90 per session (100% of booking cost)

All communication regarding cancellations and postponements should be directed by email to learningattheamelia@tunbridgewells.gov.uk and will be confirmed by email.

Postponements by schools

Onsite sessions

If a school requests a postponement, we will strive to accommodate a new date. If this is arranged up to 7 days before the original session date, no cancellation fee will be incurred as long as the new date falls within the same academic year. If this is arranged within the 7-day period up to the original session date, the cancellation fee will be reduced to £20 per session. All communication regarding cancellations and postponements should be directed by email to learningattheamelia@tunbridgewells.gov.uk and will be confirmed by email.

Outreach sessions

If a school requests a postponement, we will strive to accommodate a new date. If this is arranged up to 21 days before the original session date, no cancellation fee will be incurred as long as the new date falls within the same academic year (it shall remain at the discretion of the Amelia Learning Team if the new date goes beyond the same academic year). If this is arranged within the 21-day period up to the original session date, the cancellation fee will be reduced to £20 per session. All communication regarding cancellations and postponements should be directed by email to learningattheamelia@tunbridgewells.gov.uk and will be confirmed by email.

Postponements by The Amelia Learning Service

On very rare occasions, The Amelia Learning Service may need to postpone a session (onsite or outreach) due to unforeseen circumstances (staff illness, venue issues, or other operational reasons).

In the event of postponement, we will:

- Inform the school as soon as the need to postpone is known.
- Strive to rearrange the session to fit the school's timetable.
- Should it not be possible to rearrange a visit to The Amelia ('onsite session'), the outreach version of the session (or nearest equivalent) will be offered at no cost to the school.

Onsite sessions - arrival times

If a school group arrives late for a session, the session will be shortened in order to finish at the scheduled time since Learning Service staff cannot guarantee availability beyond the booked timeslot. It is at the facilitator's discretion whether they can accommodate a later finish time.

If a school arrives early, they will be asked to wait until their session start time. With no designated waiting area, schools should aim to arrive no earlier than 10mins before their session start time.