

CANCELLING EVENTS

When you have booked on an event you may find that you need to cancel it for some reason. Once again the Gateway has made this a very simple process.

Please note: Please be sure to read the course terms and conditions before cancelling as there may be a charge involved if it is short notice.

Try This Yourself:

Before trying this ensure that you have logged into the Gateway

- 1** To cancel an event click on **My Learning**
- 2** Click on **cancel a booking**

Your list of upcoming events will now appear

- 3** Click on **Cancel booking**
- 4** Complete the **Reason for Cancellation** box

5 Enter the 2 words into the **reCAPTCHA** box (this is a security measure, the words must be entered in the same case as they appear). If you have any problems with this step please contact Learning and Development for help.

6 Read the **Cancellation Policy** by clicking the link (this will open the cancellation policy in a new window)

7 Once you have read the cancellation policy click the agreement box

8 Click **Send**

The screenshot shows the following steps:

- 1** Home | My Learning | Advanced Search | Admin | Event Admin | Documents | My CPD | Contact Us | Online Learning | Log Out
- 2** My Learning - Events: events due to attend and booking status, cancel a booking, events attended, saved events, my online learning
- 3** Cancel booking: The list of events below shows those due to attend with the option to cancel. 1 event found. Introduction to SharePoint. Date and time: Thursday 15 October 2015 09:30 - 13:00. Bognor Regis - Durban House, Durban Road, PO22 9RE | Map | Show details | Save to calendar | Download documents | Cancel booking
- 4** Cancel Request: Your name (Andy Blake), Your Establishment (L&D Operations Team), Your e-mail Address (andy.blake@westsussex.gov.uk), Your Telephone, Event Title (Introduction to SharePoint), Event Start Date (15 October 2015), Reason for Cancellation (empty box), Enter the code exactly as you see it in the image (wealth whomin)
- 5** reCAPTCHA: Type the text (wealth whomin)
- 6** I have read and agree to the cancellation policy
- 7** Send
- 8** Send

For Your Reference...

1. Your event will still appear in the **events due to attend and booking status list** until the cancellation has been confirmed
2. Charges for cancellation may apply if you cancel 10 working days or less before the event takes place. Please read the terms and conditions

Handy to Know...

- Have you considered offering the place to a colleague instead of cancelling?