



## **Accommodation Booking Information – Travel to Train**

**Cancellation Policy** – All hotel bookings will need to be cancelled a minimum of 14 days prior to arrival in order to avoid any charges. After this period, full charges will be applicable. Bookings cancelled 14 days prior to arrival will be eligible for a full refund less booking and cancellation fees. Non-arrivals will be charged in full for the block of dates booked. All eligible refunds will be processed within a period of 28 working days.

**Changes or Amendments** – Any changes or amendments to a booking must be made within a maximum of a 14-day period in order to avoid any charges. Name changes can be made free of charge. Date changes will be subject to availability at the selected hotel.

**COVID-19** – The global pandemic continues to cause disruption across many UK businesses especially given the ever-changing advice around self-isolation, testing protocols plus track and trace requirements. Certain hotel suppliers will have different regulations around their COVID cancellation policy. Whilst arrangeMY and our suppliers will endeavour to support those bookings impacted by COVID, it is important to note that your booking may still be subject to full charges if cancelled within the 14-day period as per the overriding cancellation policy. We advise any college cancellations, COVID cases or self-isolation periods are reported to arrangeMY as quickly as possible to mitigate against any cancellation fees that may stand.

**Emergency Support** – Each hotel on the CITB program are fully safeguarded and pass through extensive checks to ensure apprentices are kept safe during travel. Hotels are briefed on the escalation process in an emergency, however if you need any further emergency assistance, arrangeMY offer a 24-hour service by calling 01905 610016 to support apprentices which is detailed below with associated charges.

If you need to make any changes, amendments or cancellations to your existing bookings, please get in touch with arrangeMY directly who can assist with any accommodation queries.

**Email – [citb@arrangemy.com](mailto:citb@arrangemy.com)**

**Phone Number – 01905 610016**

**Emergency Out of Hours Support (8pm-8am) – 01905 610016**