



Terms & Conditions of Booking – CITB Travel to Train

Cancellation Policy – All hotel bookings for under 8 guests per night will need to be cancelled a minimum of 14 days prior to arrival in order to avoid full charges. All hotel bookings for over 8 guests per night will need to be cancelled a minimum of 28 days prior to arrival in order to avoid full charges.

After these periods, full charges will be applicable. Bookings cancelled within these time frames will be eligible for a full refund less booking and cancellation fees as per the hotel cancellation policy. 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.

Additional Bookings – Should you require any extensions or additional room nights for your booking, arrangeMY would be happy to assist however this will be dependent on the availability of the hotel. It is advised to make any additional bookings a minimum of 28 days prior to arrival. Additional bookings must be requested through the CITB Travel to Train team to ensure they are fully authorised before booking.

Emergency Support – Each hotel on the CITB program is fully safeguarded and passes through extensive checks to ensure apprentices are kept safe during their stay. Hotels are briefed on the escalation process in an emergency situation, however arrangeMY also offer a 24-hour service to support apprentices if required. This can be reached by calling 01905 610016, associated charges are detailed below.

8am Until 8pm – Free of Charge

8pm Until 8am - £26.00 per call

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

Phone Number – 01905 610016

Emergency Out of Hours Support (8pm-8am) – 01905 610016 (£26.00 per call)



Employer and Learner

Safeguarding and Wellbeing Directory

As an employer, you have a responsibility to safeguard your employees and apprentices in your employment. This responsibility also includes periods of time when your employees are attending off the job training at colleges away from their home area.

Safeguarding and wellbeing covers a broad range of topics. Listed below are national organisations that can provide free support for employers and apprentices on key topics such as mental health, substance misuse, sexual health and general wellbeing support.

Mind – UK wide organisation providing advice and support to empower anyone experiencing a mental health problem.

<https://www.mind.org.uk/>

Telephone: 0300 123 3393

Young Minds – Working with all young people to ensure they get the required mental health support they need, when they need it, no matter what.

<https://youngminds.org.uk/>

Text SHOUT to 85258

Shout provides free, 24/7 text support for young people across the UK experiencing a mental health crisis. All texts are answered by trained volunteers, with support from experienced clinical supervisors.

Samaritans – Provides emotional support 24/7 for those struggling to cope, who need someone to listen without judgement or pressure.

<https://www.samaritans.org/>

Telephone: 116 123 for free

Talk to Frank – Provides information, advice and guidance on all topics related to substance and alcohol misuse.

<https://www.talktofrank.com/>

Telephone: 0300 123 6600

Terrance Higgins Trust – The UK's leading HIV and sexual health charity.

<https://www.tht.org.uk/>

Telephone: 0808 802 1221

Construction Industry Helpline - The Construction Industry Helpline provides a 24/7 safety net for all construction workers and their families in the UK and Ireland. It is a charitable service funded by the industry, for the industry and provides emergency financial aid to construction families in crisis, advice on occupational health and mental wellbeing and support on legal, tax and debt management matters.

<https://www.constructionindustryhelpline.com/>

Telephone: 0345 605 1956