

# FAQs: Cancellation & Rescheduling



“The best laid schemes o’ Mice an’ Men / Gang aft agley.”

Robert Burns

## CANCELLATION

### What is Higher Ed’s cancellation policy?

Higher Education at Shakespeare’s Globe reserves the right to cancel any Faculty booking, giving a minimum of one working day as notice.

- For example, if we wish to cancel a Wednesday session, we must notify the Faculty member by 5pm on Monday.
- To cancel a Monday booking, you should be notified by 5pm on the preceding Thursday.

If we are forced to cancel a session after the above notice periods, you will be paid in full.

### What if I am unable to teach a session?

If you are unable to teach a session, please inform your Company Manager at least one working day in advance (unless you are ill or in the case of an emergency) so that alternative arrangements can be made.

- For example, if you need to withdraw from a session on a Wednesday, you should notify your Company Manager by 5pm on Monday.
- To withdraw from a Monday class, you should be notify your Company Manager by 5pm on the preceding Thursday.

### What if I am unable to teach a session at short notice?

If a Faculty member needs to withdraw from a booking at short notice due to sickness, they should notify their Company Manager at the earliest opportunity. In this case, an attempt to reschedule will be made where applicable. If it is not possible to reschedule, the practitioner will not be paid for the work originally allocated to them (or an agreed amount will be subtracted from the total Project / Course fee).

### Am I able to suggest cover?

If we cannot reschedule your session, you are welcome to recommend another HE Faculty member if you believe their practice aligns with your own, especially in the case of longer bespoke courses. Please note this is not a guarantee that the session will go to your recommended colleague.

## **RESCHEDULING**

### **What is the process for rescheduling a session?**

There are two stages at which we may reschedule a session you have been offered: before a course starts, and after.

#### **Before the Course Starts**

We occasionally need to adjust our schedule after we have sent out initial offers for a course. The standard process for rescheduling a session is as follows:

1. We check the new session time is feasible within HE (e.g. student journeys, team staffing, space availability, etc).
2. We check the initial affected Faculty member is available to make the change.
3. We check any other Faculty impacted by the new session time are available to make the change.

Once we have confirmed the change can go ahead, all affected Faculty members will receive an official confirmation email with an updated schedule attached. Please take all session change comms as tentative until you receive this official confirmation.

The finalised version of the schedule will be sent out along with a finalised Course Info sheet and, if applicable, Faculty Meeting details in an email to all course Faculty when the course is due to begin.

If you find this finalised schedule does not match your offer (or subsequent updates), please get in touch with your Company Manager ASAP.

#### **After the Course Starts**

Curveballs love to turn up in Higher Education, be they Faculty illness, transport strikes, or monarchs passing over to the other side. We will be in touch as soon as possible once we are aware a session needs to be rescheduled.

The standard process for rescheduling a session is as above, with an added fourth step:

4. We send the new prospective schedule to the visiting institution for approval of the change.

We are only able to confirm a schedule change after the new session time has passed these four stages. Once it is approved on all sides, all affected Faculty members will receive an official confirmation email with an updated schedule attached.

Please take all session change comms as tentative until you receive this official confirmation from a member of the Higher Education team. If you are unsure whether a session change has been confirmed, please contact your Company Manager.