**Careers Service Fair Use Policy**

**What to expect from us and what we expect from you**

Welcome to the University of Edinburgh Careers Service. To ensure fair and sensible use of our services, here’s what you can expect from us and what we expect from you.

**What to expect from us:**

* Professional, friendly and approachable staff who want to help you
* A response to emails, MyCareerHub questions and phone queries within 3 working days
* The chance to give us feedback on appointments and events. You can also give us feedback at any time on our website – [Give us feedback](https://www.ed.ac.uk/careers/about-us/feedback)
* Reasonable notice if we need to cancel your appointment. If we do need to cancel we’ll rearrange it for you as soon as possible
* Reasonable notice if we have to cancel an event

**What we expect from you:**

* That you’ll be on time for and attend all events and appointments that you’ve booked. If you’re late then we reserve the right to refuse entry
* That you’ll treat all bookings you make as a serious commitment to attend. If you can’t attend an appointment or event please cancel in good time so we can offer your space to another student
* That you’ll let us know in advance if you have any additional or specialist needs – please ring us on 0131 650 4670 or email careers@ed.ac.uk
* That you’ll complete any preparation work we ask, for example before coming to an appointment or workshop
* That you’ll be professional and respectful when you meet our staff, visiting employers and speakers

**Our non-attendance policy:**

* If you can’t attend an appointment or event you’ve booked then please cancel as soon as possible. **You can cancel up to 2 hours before the start time** in MyCareerHub. After this you can’t cancel but please ring us on 0131 650 4670 or email careers@ed.ac.uk to let us know you can’t attend
* If you don’t cancel and miss 2 events or appointments in a 14 days you will lose access to online booking for 2 weeks.
* We are happy to consider special circumstances but please let us know about this as soon as possible.

Careers Service

September 2018