



## **CANCELLATION POLICY**

**We cannot operate a service where cancellations incur costs to us as an organisation, such a situation would put the service at risk for all of our young people.**

**Services in the After School Club, Saturday Club and Day Service are currently accepted on the understanding that the booking is for term time unless a prior fixed term arrangement is agreed.**

**If a situation arises where a term time cancellation results in staff losing work and going elsewhere we do not guarantee that the young person in question will be able to access the service on their return.**

**Full of Life operate a cancellation policy on the following basis.**

- 1. Staff employed by Full of Life are booked for work only when we receive requests for our services.**
- 2. Once a member of staff accepts a booking for work Full of Life guarantee to pay that member of staff.**
- 3. If a parent / carer decides to cancel a booking and no member of staff has been allocated we will not make any charge.**
- 4. If a parent / carer decides to cancel a booking and a member of staff has been allocated we will charge the full day rate for each day cancelled.**