

## **InterAct Short Breaks Cancellation Policy**

InterAct aims to offer a fair and accessible booking & cancellation process in order to allow activities to be booked and paid for efficiently and without unnecessary expense whilst also recognising that circumstances can change. We have therefore introduced the following booking and cancellation process.

All bookings must be made and paid for via the online booking system and payment can no longer be accepted in person on the day or in advance via the office for holiday, overnight or weekend activities.

InterAct understand that once you have booked your place, there might be a need to change arrangements, however any cancellations made once the activity has been booked, will forfeit the cost of the activity in part or in full according to the type of activity booked. Please see details below:

### **Holiday, overnight and weekend activities**

When booking holiday, overnight or weekend activities we require the cost of the activity to be paid in full to cover the costs of entry, travel and other costs incurred, therefore any cancellations will be considered and refunded at the discretion of the InterAct team. It will not be possible to refund the cost of cancellations made less than 48 hours before the activity.

**The only way to cancel a holiday, overnight or weekend booking** is to email [cancellations@interact.org.uk](mailto:cancellations@interact.org.uk) stating clearly the name of the young person, date of the activity and reason for the cancellation. Individual staff members cannot accept cancellations in person, by phone or email. Please let us know as soon as possible as we may be able to offer your space to someone else.

### **Term-time activities**

When booking term-time activities we require the activity charge only to be paid at the point of booking and the remainder of the cost paid to the Activity Coordinator on arrival at the activity. Cancellations must be made as soon as possible to allow us to plan accordingly and as previously stated the activity charge cannot be refunded. If InterAct have incurred a cost in advance of the activity e.g. entry/theatre tickets bought, it will be necessary to charge for the activity in full at the time of booking and the holiday activity cancellation policy will apply. This will however be made clear in the programme and at the time of booking.

**To cancel a term-time booking** please contact the Activity Coordinator directly via text or phone. Please let us know as soon as possible as we may be able to offer your space to someone else.