

<b>Title</b>	<b>Booking &amp; Cancellation Policy</b>
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## Introduction

InterAct aims to offer a fair and accessible booking and 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.

## Bookings

All bookings must be paid for via the online booking system available on our website. Payment cannot be accepted in person on the day, nor in advance via the office. Unless stated otherwise in the programme, we require the cost of the activity to be paid in full - to cover the costs of the activity such as any entry, travel and other expenses incurred.

Once a booking has been made, on occasion, some activities may involve extra costs to cover expenses such as a meal or drinks. If this is the case, you will be informed prior to the activity. These extra costs will need to be paid in cash to the Activity Coordinator on arrival at the activity or directly by the young person when arriving at the venue. We reserve the right to refuse acceptance of a child onto our trips or activities until full payment for the booking has been made. Once full payment has been received a booking confirmation email will be provided.

## Cancellations

If for any reason, InterAct needs to cancel a trip or activity, we will endeavour to rearrange the booking, move the booking to another trip or activity of the same value, or provide a full refund.

If a cancellation results in a refund, payments made by card will be refunded on to the card used in the transaction. Cash and bank transfer payments will be refunded back into an account of your choice. No refunds will be given in cash. All refunds will be processed within 10 working days.

All refunds resulting from a client cancellation will be subject to a £1 admin fee.

### Holiday, overnight and weekend activities

A full refund, minus the admin fee, for these trips can only be offered if the booking can be transferred to another party. To cancel a holiday, overnight or weekend booking, please email [mail@inteact.org.uk](mailto:mail@inteact.org.uk) stating clearly the name of the young person and the date of the activity. Please also include 'Cancellation' in the email subject line.

Individual staff members cannot accept cancellations in person, by text, 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

It will not be possible to refund the cost of cancellations made less than 48 hours before the activity.

To cancel a term-time booking, please email [mail@interact.org.uk](mailto:mail@interact.org.uk) stating clearly the name of the young person and the date of the activity. Please also include 'Cancellation' in the email subject line Please let us know as soon as possible as we may be able to offer your space to someone else.