

## **InterAct Activity 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. 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, all bookings must be made and paid for via the online booking system. Payment cannot be accepted in person on the day, nor in advance via the office.

**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 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**

When booking term-time activities, we generally require the cost of the activity to be paid in full - to cover the costs of entry, travel and other expenses incurred, unless stated otherwise on the programme information. On occasion, some costs will need to be paid to the Activity Coordinator on arrival at the activity, or directly by the young person at the venue (e.g. specific activity, meal or drink costs – to support their own skills development).

Cancellations must be made as soon as possible to allow us to plan accordingly and 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 contact the Activity Coordinator directly via text, email or phone. Please let us know as soon as possible as we may be able to offer your space to someone else.