

The Yard Cancellations Policy



Strategic Objective

The purpose of this policy is to minimise the financial impact and disruption caused by late notice cancellations.

General Statement and Principles

The Yard exists to operate adventure play centres which provide play, youth clubs and emotional and practical support for disabled children and young people and their families. An unannounced or late notice cancellation of a booking is not only disruptive but represents a loss of income and lost opportunity income to The Yard which jeopardises its financial position and increases overall costs. Timely cancellations also allow The Yard the opportunity to offer those cancelled slots to other schools, playschemes and organisations who may not have been able to attend otherwise. A cancellations policy allows The Yard to better control its income, its service and keeps costs to members as low as possible.

Target Audience

This policy is for other organisations, school groups, commercial clients and training hosts using The Yard, and for Yard staff who administer bookings

Responsibilities

The Finance Manager, in agreement with the Chief Executive, is responsible for the policy, the timeframes and the cancellation fees to be applied.

Arrangements

In the case of bookings, unless 14 days' notice is given to a member of staff at the Yard, the organisation cancelling will be charged the normal session fee. A cancellation should be made by phone and supported by an email, whereby an acknowledgement will be sent by a member of our team. Verbal cancellations are not generally considered adequate, however, each occasion will be considered on a case by case basis.

Cancellations that are given at less than 14 days' notice but that could be considered to have extenuating circumstances will not be charged. This is at the discretion of the Service Manager or Head of Operations and will be decided on a case-by-case basis.

All services and organisations who make a booking with us will be provided with a copy of this policy.

Records

Support Resources and References (if applicable)

Links to other policies

None

Policy No.	Status (Draft/Approved)	Version (M.m)	Approval date	Approved by	Review Date
13	Approved	2.0	October 2018		2 years
13	Approved	3.0	January 2024	Board	2 years

Appendix ____: _____