



# **New Leaf Triangle CIC Cancellation Policy**

## **V2.2**

This policy outlines how to report cancellations to New Leaf Triangle. It outlines the rights and responsibilities of both New Leaf Triangle and customers with regards to session cancellations. The 'customer' is defined as anyone who uses the New Leaf Triangle services, including education placements, social care placements, leisure sessions (such as archery and shooting), family camps, team building days and play schemes. They may be an individual, parent, school, college, social care service, another charity, an outreach service, a private company, or the local authority.

It should be noted that our policy is based around our status as a not-for-profit, community interest company (CIC) with small margins and considerable overheads that apply even when students are not in attendance – eg the cost of maintaining the site, the medical, feeding and housing needs of our animals, and our staffing costs. We depend on continued income to remain viable.

### **Cancellations by customers**

New Leaf Triangle understands that occasionally it may be necessary for customers to cancel their planned sessions. Cancellations should be made directly to Lorraine Squires- Shaw through the following methods:

- *Telephone call: 07825 653170*
- *Text: 07825 653170*
- *Email: [lorraine.squiresshaw@gmail.com](mailto:lorraine.squiresshaw@gmail.com)*
- *Face to face*

As a first option, customers should try to cancel via telephone or face to face to ensure the message has been received. We ask customers to provide as much notice as possible, to allow New Leaf Triangle to fill the sessions.

A copy of the cancellation policy is sent out to customers before their first session via email or post.

If the booking is cancelled by a parent/carer/individual, but it is funded by the local authority/school/college, the local authority/school/college will be informed within 2 days by email.



## **Individually booked sessions (ie not block or regular bookings)**

Should the session be cancelled by the customer with at least 7 days' notice an alternative can be offered where available. The session can be rescheduled to another date convenient to both the customer and New Leaf Triangle. Where this is not possible, payment will not be charged/a refund will be given.

If the session is cancelled with less than 7 days' notice the customer will still be charged, as New Leaf Triangle is unlikely to fill the allocated time slot and must pay their staff within this time. An alternative session date cannot be offered free of charge. The customer must pay in full for the session that they could not attend. This is also the case should a customer not attend their session without warning New Leaf Triangle.

New Leaf Triangle communicates the implication of cancelling sessions to customers through general discussion when the package first starts. It is then discussed further with customers if they cancel.

## **Discontinued sessions for regular/block bookings**

New Leaf Triangle requires 28 days' notice of the discontinuation of any regularly booked sessions, unless an alternative arrangement has been made in a separate agreement agreed between the two parties. Within the 28 days' notice period, students can be substituted, if assessed as suitable to fill the placement, or alternative days and times can be arranged where possible. All sessions arranged within this time will be charged as usual, whether students attend or not, unless New Leaf Triangle is able to fill the spaces, in which case the fee may be partially or fully waived at New Leaf's discretion.

In some cases, when the placement is first starting, a week's trial may be offered before moving to monthly bookings. There will be no notice period applicable during the trial week. This is to be agreed on an individual basis. If this option is taken then placements cannot be guaranteed for the following month, but we will do our best to accommodate.

## **Cancellations by New Leaf Triangle**

Occasionally New Leaf Triangle may need to cancel a booked session at short notice eg for severe weather. In such cases, the full charge for the session will still be payable.

At New Leaf's discretion, the charge may be partially or fully waived – eg for a parent who self-funds, particularly if the session is a family or respite session that can be rescheduled.



## **Cancellations Due to Covid-19 or other government restrictions**

New Leaf Triangle will always try to remain open in support of its vulnerable students, but on occasion, in accordance with government guidelines, we may need to close or partially close for a period of time, sometimes at short notice. We will do our best to inform and explain to our customers what we are doing with as much notice as we can, to minimise the disruption caused.

Where one or multiple sessions have been cancelled, (either by New Leaf or the customer) because of government restrictions being put in place, then the customer will be asked to pay in full for the first 28 days of the missed sessions. This charge will apply regardless of whether New Leaf is open, partially open or is closed, and whether New Leaf has had to ask for students to not attend, or whether the parent/school/authority has made the decision on the student's absence.

If restrictions remain in place for over 28 days, New Leaf may need to ask providers to continue paying for any places they wish to keep reserved for their student. If not, places can be relinquished and then reapplied for when the student is ready to return. It is hoped that providers who continue to receive education funding will continue to pay throughout all government-enforced closure or restriction periods to help keep our business viable.

There are exceptions to the ongoing charging during absences, for example a parent who self-funds regular sessions may not be asked to pay the whole cancellation charge. Such cases will be agreed on individual basis.

*V2: October 2019, Carly Steel (Director) – Review Date October 2021*

*V2.1 – Updated in response to Covid-19: June 2020*

*V2.2 - Updated in response to short notice cancellations and clarity on covid charges: January 2021*