



Cancellation Policy February 2024

Cancellations Policy

Payment for sessions

All sessions must be paid in full online at the point of booking. This can be done by through the Bookwhen account. No credit note will be given if you are unable to attend a session that you have booked. However, at the discretion of the session leader, a credit note can be awarded in exceptional circumstances.

Cancellation due to staff illness

If any of the space2play staff are too ill to run the session, they will try to replace themselves to ensure the session can still go ahead. If we are unable to find a replacement the session will be cancelled, and we will offer everyone a credit note to be used for a future session.

Cancellation due to extreme weather

Although space2play happens in all weathers, safety will always come first. It is the responsibility of the session leader to decide if a session should be cancelled due to strong winds or storms that will expose the site and participants to unacceptable risk. In this case a credit note will be awarded for a future session. If the session has started and a decision to finish early is made, no refunds will be given.

Change Record

Date of Change:	Changed By:	Comments:
27/08/23	Kate Newton	Policy approved by the Trustees and space2play session leaders
29/2/24	Kate Newton	Reviewed & Reissued