

New Hope Cancellation Policy

At New Hope we understand that plans can change and there may be a need to cancel sessions at New Hope to this end we have the following policy.

Sessions cancelled more than 48 hours before a session: There will be no charge made, if payment has already been received then it will be noted on the child's file as a credit note.

Sessions cancelled between 48-24 hours before a session: If the child's place can be filled there will be no charge and will be dealt with as above. If the child's place cannot be filled the session will be charged for (see below)

Sessions cancelled on the day/no explanation given: The full cost of the session will be charged. Due to New Hope not having been given any notice the place cannot be filled by another child at such short notice.

New Hope books staff to work based upon the amount of children booked in for any given session. When we do not receive notification from parents and carers that children cannot attend we cannot send staff home, therefore, we feel it is reasonable to charge for that session under these circumstances in order to cover our costs.

To cancel sessions please contact Laura on **07759 202708** or email newhopeplayscheme@gmail.com