



New Forest Outreach Support C.I.C

Bookings, Cancellations & Refund Policy

Approved By: Director

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Statement of Intent

New Forest Outreach Support C.I.C. (NFOS) is committed to providing fair, transparent and consistent booking arrangements for all children, families, professionals and organisations using our services.

As a Community Interest Company (C.I.C.), income generated through our services directly supports the delivery of inclusive activities, staffing, resources and the ongoing operation of our organisation. Late cancellations and non attendance can significantly impact our ability to deliver services to other families and commissioners.

This policy aims to balance flexibility and understanding with the operational needs of the organisation.

Purpose

This policy explains:

- How bookings are confirmed.
- How cancellations should be made.
- When refunds may be available.
- How booking amendments are managed.
- Circumstances where NFOS may cancel services.
- Exceptional circumstances.
- The responsibilities of both NFOS and those booking our services.

Scope

This policy applies to bookings for:

- Discovery Club
- Youth Club
- Little Explorers
- Outreach Support
- Home Support
- Alternative Provision
- Community activities
- Hub Hire
- Events and workshops
- Services commissioned by schools, local authorities or other organisations (where applicable)
- General Admin Support

Where commissioning contracts contain separate cancellation arrangements, those agreements will take precedence.

Booking Confirmation

A booking is only confirmed once it has been accepted by New Forest Outreach Support C.I.C.

Depending on the service, confirmation may be provided through:

- Written confirmation by email.
- An approved booking through the NFOS booking system.
- A service agreement.
- A purchase order or commissioning agreement.

NFOS reserves the right to decline or refuse bookings where appropriate.

Payment

Payment terms vary depending on the service being provided.

Where payment is required in advance, this must be received by the agreed deadline unless alternative arrangements have been confirmed in writing.

Failure to make payment may result in bookings being cancelled or suspended.

Cancellation by the Person Booking

For all cancellations except Alternative Provision If you are unable to attend or no longer require a booking, please notify us as soon as possible.

Cancellation requests should be made by email wherever possible.

The following cancellation terms normally apply:

More than 14 calendar days' notice

- Full refund, or
- Transfer to an alternative available date.

Between 7 and 14 calendar days' notice

- Up to 50% of the booking fee may be retained to cover staffing, administration and preparation costs already incurred.
- Where possible, NFOS may offer an alternative booking instead of a refund.

Less than 7 calendar days' notice

- The full booking fee may be payable.
- Refunds will normally not be available unless exceptional circumstances apply.

Non-Attendance

If a participant fails to attend without notifying NFOS beforehand, the booking will normally be treated as a late cancellation.

In these circumstances:

- Refunds will not normally be issued.
- Funded sessions may still be charged to the commissioning organisation where applicable.
- Repeated non-attendance may affect future bookings where demand is high.

Illness and Emergencies

We understand that unexpected situations can arise.

Where cancellations occur due to:

- Illness
- Hospital admission
- Bereavement
- Family emergency
- Exceptional personal circumstances

NFOS will consider refunds, credits or alternative bookings on a case-by-case basis.

Evidence may be requested where appropriate.

Our aim is always to act fairly and compassionately.

Staffing Costs

Many NFOS services require staff to be specifically allocated and prepared in advance.

Where additional staffing has been arranged, including:

- 1:1 Support
- 2:1 Support
- Outreach Workers
- Learning Support Assistants (LSAs)
- Specialist Staff

staffing costs may still be payable where cancellation occurs after staffing has been confirmed.

These costs help cover wages and operational commitments already incurred by the organisation.

Amendments to Bookings

Requests to amend:

- Dates
- Times
- Staffing
- Rooms
- Session lengths

should be made as soon as possible.

Whilst we will always try to accommodate requests, amendments are subject to staffing and availability.

Additional charges may apply where changes increase staffing or operational costs.

Cancellation by NFOS

NFOS reserves the right to cancel or postpone services where necessary, including but not limited to:

- Staff illness.
- Severe weather.
- Emergency building closure.
- Utility failure.
- Health and safety concerns.
- Safeguarding concerns.
- Circumstances beyond our reasonable control.
- Situations where continuing the service would place anyone at risk.

Where possible we will:

- Offer an alternative date.
- Rearrange the session.
- Provide a refund where appropriate.

Behaviour, Safety and Safeguarding

The safety and wellbeing of children, families, visitors and staff will always take priority.

NFOS reserves the right to refuse, postpone or end a booking where:

- A serious safeguarding concern exists.
- Behaviour presents a significant risk to others.
- Staff safety cannot be maintained.
- Information necessary to safely support a participant has not been disclosed.
- Continuing the session would be unsafe or inappropriate.

Each situation will be considered individually.

Where appropriate, refunds will be considered based on the circumstances.

Hub Hire & Alternative Provision

Bookings for Hub Hire remain subject to the Hub Hire Agreement and Terms & Conditions of Hire.

Where there is any conflict between those documents and this policy, the Hub Hire Agreement will take precedence.

Alternative Provision placements are often delivered in partnership with schools, local authorities and other commissioning organisations. As a result, cancellation arrangements differ from those for other NFOS services.

Where an Alternative Provision session needs to be cancelled or amended, the school, commissioner or referring organisation should notify **Kelsey** as soon as possible by emailing **kelseyk@newforestoutreach.co.uk**.

NFOS will work collaboratively with the referring organisation to minimise disruption wherever possible and, where appropriate, will seek to rearrange sessions subject to staffing and availability.

Where Alternative Provision has been commissioned under a service agreement, purchase order or contractual arrangement, the cancellation, refund and payment terms contained within that agreement will take precedence over this policy.

Where no separate agreement exists, any decision regarding refunds, credits or payment for cancelled sessions will be considered on a case-by-case basis, taking into account:

- The amount of notice provided.
- Staffing commitments already made.
- Room allocation and resources prepared.
- Costs already incurred by NFOS.
- The reason for the cancellation.
- The individual needs and circumstances of the child or young person.

In some circumstances, the commissioning organisation may still be required to pay for the session where staffing, resources or operational costs have already been committed. In other cases, NFOS may offer a refund, credit or rearranged session where this is considered fair and reasonable.

Repeated short-notice cancellations may affect future scheduling where staffing and room availability are limited; however, NFOS will always endeavour to work positively with schools and commissioners to identify practical solutions that support the best interests of the child or young person.

Funded Services

Where services are funded by:

- Local Authorities
- Schools
- Commissioners
- Grant providers
- Other external organisations

The cancellation arrangements within those agreements may differ from this policy.

NFOS will comply with the relevant commissioning requirements where applicable.

Force Majeure

NFOS shall not be held liable for failure to provide services where this is due to circumstances beyond our reasonable control.

These may include, but are not limited to:

- Severe weather.
- Flooding.
- Fire.
- Public health incidents.
- Government restrictions.
- Utility failures.
- Industrial action.
- Major transport disruption.
- Any emergency affecting the safe delivery of services.

Where possible, alternative arrangements will be explored before cancellation.

Refunds

Approved refunds will normally be processed using the original payment method wherever possible.

Processing times may vary depending on the payment provider.

Where appropriate, NFOS may offer:

- A credit towards a future booking.
- An alternative session.
- A partial refund.
- A full refund.

The most appropriate resolution will be determined based on the circumstances.

Exceptional Circumstances

NFOS recognises that not every situation can be anticipated.

Where exceptional circumstances exist, the Director may authorise an alternative outcome that differs from this policy where this is considered fair, reasonable and in the best interests of all parties.

Learning and Continuous Improvement

We continually review our booking arrangements, cancellation procedures and customer feedback to ensure they remain fair, transparent and practical.

Feedback from families, schools, professionals and commissioners is welcomed and helps us improve our services and procedures.

Monitoring & Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes.
- Changes to commissioned services.
- Operational requirements.
- Customer feedback.
- Lessons learned.
- Changes to organisational procedures.

The Director is responsible for ensuring this policy remains up to date and reflects the operational needs and values of New Forest Outreach Support C.I.C.