**INTRODUCTION**

As a charity reliant on the donations of individuals and fundraising, SNAPS has a duty to ensure that money lost through cancellations is kept to an absolute minimum and the limited number of session spaces we have available do not go unused. It is also important to be aware that SNAPS delivers services to families at a discounted price from the true cost to the charity.

**THE POLICY**

We understand that from time to time families find they are unable to attend their booked SNAPS session or event. We therefore provide the following guidance:

**Cancellation of a SNAPS session by participants**

All SNAPS sessions and events are non-refundable if cancelled by the participant.

SNAPS bookings for physiotherapy, swimming and football are made for the full term. No refunds will be available if you cannot attend your pre-booked sessions. If you are unable to attend a block of sessions, please discuss this with the Site Manager to see if another family can use your space. In this case, a refund may be possible, but this is at the discretion of SNAPS senior management team.

**Cancellation of a session or an event by SNAPS**

If SNAPS cancels a session or an event, participants will be offered a full refund or a credit for their next term’s sessions.

***Appendix for use during the Covid-19 Pandemic***

**Cancellation of a SNAPS session by participants due to Covid-19 symptoms or self-isolation**

We do not want families to be penalised by following the official isolation guidance which would mean they cannot attend their pre-booked sessions (keeping themselves, other families and our staff safe). Therefore, if a participant cannot attend their pre-booked session due to being asked to self-isolate or having Covid-19 symptoms, they will be credited with that amount for future sessions or refunded if their term has come to an end and they will not be continuing to access SNAPS services.

**Cancellation of a SNAPS session SNAPS due to Covid-19 associated issues**

If SNAPS has to cancel a session, the participants will be offered a a full refund or a credit for their next term’s sessions

REVIEW PROGRAMME: DRAFTED 18th November 2021 / TRUSTEE REVIEW 30th November 2021 / NEXT REVIEW November 2022