



## **CANCELLATION POLICY**

### **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 refunded the cost of the session.

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