



CANCELLATION POLICY

SNAPS YORKSHIRE CIO

July 2026

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 (including physiotherapy, swimming and group sessions) 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 and SNAPS Children's Service's Manager.

Cancellation of a session or an event by SNAPS

If SNAPS cancels a session or an event, participants will have the amount of the cancelled session added as 'credit' to be used for future activities. Families can request a refund.

Drafted: 5 th July 2025 Approved By Board: 15 th July 2026 Next Review Date: July 2027
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