



## Cancellation & No-Show Policy

**Reviewed:** April 2025 | **Next review:** April 2028

We understand that circumstances can change unexpectedly, and attending our sessions may not always be possible. As a small local charity, we depend on admission contributions to fund our work and cover essential costs. If you are unable to attend a session, we kindly request that you notify us at least 24 hours in advance. This will allow us to offer the place to another member.

If you cancel your booking, the following provisions will apply:

- **Cancellations with at least 24-hours notice:** No cancellation charges will apply / Full refund will be issued.
- **Cancellations with less than 24-hours notice but within 1 hour of the session start time:** A cancellation charge equivalent to 50% of the booking price will be payable.
- **Cancellations with less than 1-hours notice or no-shows on the day:** A cancellation charge equivalent to 100% of the booking price will be payable.

**Social Care:** If your account is payable by social care via invoice, please ensure that all absences are communicated to [suzanne@projectindi.org.uk](mailto:suzanne@projectindi.org.uk) by the 1st of the month which you are scheduled to attend. Failure to do so will result in sessions being invoiced and we will be unable to issue any refunds or offer substitute days.

**Future Bookings:** Please be aware that if you do not pay for a missed session, you will be unable to make further bookings until your account balance is settled. While our members are our highest priority, please remember that if you do not cancel your place, another member misses the opportunity to attend.

**Refunds:** Refunds will be processed using the same payment method and will be completed within 5-7 days.

**Illness:** If a member is unwell, they must not attend our sessions or venues. If a member has suffered diarrhoea and/or vomiting, they must not attend our sessions or venues until they have not been sick or had diarrhoea for at least 2 days. If a member has an infectious disease or injury, you must contact our team to discuss when it is safe for you to return to our sessions.

**How to Cancel:** If you find yourself unable to attend, we kindly ask that you cancel your booking through Hivelink. This can be done in the 'Orders' section of your account, where you can modify or cancel existing bookings. For further assistance on how to cancel sessions, please refer to our user guide here:

[https://www.projectindi.org.uk/\\_files/ugd/cdca3a\\_4d72bfec0a684c168d0422af83b2136f.pdf](https://www.projectindi.org.uk/_files/ugd/cdca3a_4d72bfec0a684c168d0422af83b2136f.pdf)

Alternatively, you can call 01782 212 000, and our team will be happy to assist you with your cancellation. We have an answering machine available, so please leave a message for any cancellations outside of our regular opening hours.