Skills for Life – Learn Differently

Cancellation Policy

Introduction

BF Adventure is dedicated to providing exceptional experiences and ensuring customer satisfaction. We understand that plans can change, and flexibility is important. This Cancellation Policy has been developed to clearly outline the procedures and terms regarding service cancellations. By establishing clear guidelines, we aim to protect the interests of both our customers and our organisation, ensuring that everyone is informed and treated fairly.

Purpose

This policy outlines the process and conditions under which services may be cancelled by customers or BF Adventure and to provide customers with a clear understanding of cancellation terms and to manage service availability effectively.

1. Cancellation notification

1.1 **Methods**: BF Adventure must be notified via email of any cancellations of service, this must be received either by the coordinator of the young person's service or at referrals@bfadventure.org

1.2 **Timeframe**: Cancellations should be communicated at least **4 weeks** prior to the scheduled service to avoid charges

2. Cancellation by Referrers

2.1 **Full Refund:** Services which are cancelled more than **4 weeks** before the service will not incur any charges for the provision.

2.2 **No Refund:** Cancellations made less than **4 weeks** before the scheduled service will not be eligible for a refund.

3. Cancellation of service by BF Adventure

3.1 **Reasons for cancellation:** Although a rare occurrence, BF Adventure may have to cancel services. We aim to provide provision of exceptional quality and safety is of our upmost concern. Some of the reasons that we may need to cancel provision are, but not limited to:

- **Severe Weather** – Adverse weather conditions that compromise safety at our site such as; heavy snow, ice, storms etc...

- **Staffing Issues** – Unexpected staffing shortages or emergencies. This may include when a participant's, key, youth support worker is unavailable and attending without them being present may be detrimental to provision.
- **Safety Concerns –** Situations may arise that pose a risk to participants or staff including, safeguarding concerns that may endanger themselves or others.

3.2 **Notification:** In the event that BF Adventure needs to cancel a service, we will notify referrers and parents as soon as we can via email and phone.

3.3 **Charges**: Should cancellation be initiated by BF Adventure for any reasons we will not charge for the session. If the session has already been paid for this will be fully refunded or accounts credited.

4. Rescheduling / Day Changes to Services

4.1 **Policy**: Where services need to be changed or rescheduled by either party we will endeavour to find another available slot within our provision, although this cannot be guaranteed and may result in a break in service.

4.2 **Rescheduling Requests:** Where rescheduling is requested by the referring agency and there is no availability this will be treated as a cancellation and incur the relevant fees.

4.3 **Rescheduling notification:** Where rescheduling is necessary due to a provision review at BF Adventure resulting in a break of provision, there will be no charges incurred and a full refund for the remaining sessions will be given.

5. Communication of Policy

This cancellation policy will be communicated to all customers and referral agencies at the time of booking and will be readily available on our website.

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