CANCELLATION POLICY

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1. Purpose

This policy is to be accepted and observed by all members, staff and volunteers within Four Pillars. Breaches of the policy may be regarded as gross misconduct.

2. Ownership

This is the cancellation policy of Four Pillars. The ownership of this policy is to that of the Four Pillars board of trustees, who discharges its implementation to the management of Four Pillars. The management may discharge duties to a nominated member of staff or volunteer.

3. Statement of policy

Our policy is to provide guidance on cancelling bookings to employees, volunteers and service users. We also accept responsibility for all other people who may be affected by our activities.

4. Principles of policy

4.1 Cancellation of bookings without enough notice, creates additional work for our teams and prevents others from accessing that service, whether it be booking a space with us, one-to-ones, training/workshops or sponsorship. Therefore, a strict cancellation policy has been put in place.

4.2 However, as services differ across the board each cancellation policy is slightly different, as follows;

5. One-to-one session

5.1 One-to-one sessions with our staff are free of charge. However, a same day cancellation or no show could prevent another service user accessing vital one-to-one support.

5.2 Therefore, cancellations will only be re-booked once, after this it may be sometime before we can offer another one-to-one

5.3 No shows will not be rebooked, it will be up to the service user to contact Four Pillars to re-arrange at a suitable time. While priority will be given the first time, consistent no-shows may result in termination of one-to-one services for the individual in question.

6. Room bookings

6.1 We understand that last minute changes mean you are unable to make the booking as requested. However, this may have prevented someone else from accessing our space during the requested time therefore;

6.2 Cancellations with 30 days or more notice will be fully refunded, or where the payment has not yet been received by Four Pillars, invoice cancelled

6.3 Cancellations between 29-14 days' notice will incur a 50% cancellation fee of your original booking, where payment has been received 50% refund will be sent, where invoice has not been paid, a new invoice will be created

6.4 Cancellations of less than 14 days, or a no-show, will result in full charge being applied

6.5 Bookings can be amended/postponed, up to 14 days prior to original date, to prevent cancellation fees. However, a new date must be

6.5.1 given at the time of amendment

6.5.2 within 6 months from the original booking

6.5.3 can only be changed once

7. Training/Workshops

7.1 We understand that last minute changes, demands on your staff/team, means you are unable to make the training session as requested. However, due to demands and nature of training cancellations;

7.1.1 Impact staff hours

7.1.2 Impact volunteers time

7.1.3 Prevent someone else from accessing vital training. Therefore;

7.2 Cancellations with 30 days or more notice will be fully refunded, or where the payment has not yet been received by Four Pillars, invoice cancelled

7.3 Cancellations between 29-14 days' notice will incur a 50% cancellation fee of your original booking, where payment has been received 50% refund will be sent, where invoice has not been paid, a new invoice will be created

7.4 Cancellations of less than 14 days, or a no-show, will result in full charge being applied

7.5 Bookings can be amended/postponed, up to 28 days prior to original date, to prevent cancellation fees. However, a new date must be

7.5.1 given at the time of amendment

7.5.2 within 6 months from the original booking

7.5.3 can only be changed once

8. Sponsorships

8.1 We understand situations change and your company/organisation may no longer be in a position to sponsor Four Pillars or Four Pillars event(s)/Grampian Pride. However, a cancellation of this magnitude could result in heavy cost burdens on our charity, cancellation fees being applied to Four Pillars for event costs or an entire event being cancelled, leading to detrimental impacts on our community

8.2 Therefore our cancellation policy around sponsorships is totally different.

8.3 Cancellations of sponsorship can only be done 3 months prior to the proposed start date/event, where an invoice can be cancelled or refunded

8.4 Cancellations with less than 3 months but more than 1 month will incur a 50% cancellation fee

8.5 Cancellations with less than 1 month notice will incur a 100% cancellation fee

8.6 This is because in most circumstances, where an event is planned, we need to book and pay for; grounds, event equipment, staff, security, sound and lighting, etc 3 months before the event. Therefore any cancellation of sponsorship could result in a cancellation of the event, leaving Four Pillars to pay cancellation charges to our contractors

9. Unpaid invoices

9.1 Unpaid invoices over 28 days will result in regular reminders

9.2 Unpaid invoices over 56 days will result in 5% admin fee being applied

9.3 Unpaid invoices over 112 days will result in 20% admin fee being applied

9.4 Unpaid invoices over 168 days will result in recovery proceedings being implemented, this could result in a 50% admin charge, or legal costs being recovered, whichever is greater, being applied.

10. Responsibilities

Overall and final responsibility for cancellation policy is shared collectively by the trustees.

The trustees delegate the responsibility of following this policy to the management team.

The management will:

- Arrange for the implementation of this policy in consultation with staff and volunteers
- Arrange for the adequate instruction and training of staff and volunteers in all matters related to this policy
- Arrange for the contents of this policy to be known to all staff and volunteers

The staff and volunteers of Four Pillars have a duty to:

- Follow this policy
- Co-operate with the management to ensure that the requirements of relevant statutory provisions are complied with
- Report potential or actual hazards as soon as possible

11. Risk Assessment

The trustees will ensure that all risk assessments are undertaken for any part of the charity's activities to which they are applicable, copies of these risk assessments are available upon written request.

12. Premises

The management team will ensure that all premises used by Four Pillars whether owned, leased or rented are:

- Health and safety compliant
- A full risk assessment has been completed
- Insurances are in place and displayed
- Fences are erect and secure at all times, if applicable
- Gates are manned at all times, if applicable
- Any potential danger is reported to the management

13. Reports

The delegated manager/person in charge at each event shall be responsible for making any necessary reports relating to this policy or ensuring that others make such reports.

14. Policy Development

The trustees shall endeavor to progressively develop the charity's policy on cancellation policy in response to risks and hazards identified. Specific procedures and policies so developed shall be appended to this document and form part of the charity's statement on cancelling bookings.

15. Review

The effectiveness of this policy will be reviewed annually by a member of the Four Pillars board of trustees. If appropriate, action will be taken as necessary to update this policy to ensure effective delivery on the objectives laid out at the start of this document.