

Havelock Community Association
HB4 Cancellation Policy

Notice Period:

If a group wishes to end their booking with Havelock Community Centre at least 2 weeks notice must be given to the Office Manager. Any group wishing to end their booking immediately may do so but will be charged for the 2 weeks.

Holidays/Cancelled Sessions:

Each group which runs 'term-time only' is entitled to 2 additional cancelled/holiday sessions per academic calendar year for which there will be no charge.

Each group which runs all year is entitled to up to 6 cancelled/holiday sessions per calendar year depending on the frequency at which the group runs for which there will be no charge. The calendar year runs from January - December.

Please see the table below detailing the cancellations allowed depending on the frequency of the bookings.

Group Frequency	Annual Holiday/ Cancellation Entitlement
Weekly	6 Weeks
Bi-Weekly	3 Weeks
Monthly	1 Week
Bi-Monthly	1 Week

This list is not exhaustive and consideration of varying frequency will be given to all groups with the entitlement for anomalies being given at the discretion of the centre manager.

Notice of cancelled/holiday sessions should be given no later than 2 weeks before the proposed cancellation to the Office, if notice is given to the office outside of this the sessions will remain chargeable.

If a group cancels a session but has already used their annual holiday allowance they will be charged.

Bank Holidays

If the group is scheduled to take place on a proposed bank holiday date in the year, cancellation of this session will be taken from the group's cancellation/holiday entitlement for the year. If the group has already used their annual holiday allowance they will be charged.

Centre Closures:

On the rare occasion that the centre has to take the decision to close for circumstances including planned maintenance works, centre events or unforeseen circumstances, the session charges will be waived. Notice of planned centre closures will be provided no later than 2 weeks prior to the closure apart from in cases of unforeseen circumstances.

Sickness/unforeseen circumstances:

Where a group is unable to run due to sickness/ unforeseen circumstances the decision on charges will be at the Centre Manager's discretion taking into account the individual circumstances of each group.