



GALACTICO
COACHING



Late Cancellation Policy

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1. Introduction

Galactico Coaching (GC) is committed to providing the best service to all children and adults involved with GC. GC and all people associated with GC must adopt and implement this policy. This policy establishes GC's expectations of participants and aims to provide a fair service in which all participants are treated equally.

2. Definitions and Interpretations

Below are the meanings of words that this policy highlights:

Activity Booking refers to a reservation for the participant to access an activity/camp run by GC.

Activity Fee refers to the fee that is charged when a participant has made an activity booking.

Block Booking refers to a type of booking and payment where the participant reserves a series of activities/camps.

Exceptional Circumstances are classed as significant illness, significant injury, loss of livelihood, an emergency, or any other reasonable unforeseen circumstance which prevents the participant from attending the activity. Exceptional Circumstances will need to be evidenced.

Late Cancellation refers to a cancellation made by the participant less than 48 hours before the activity. If a participant cancels less than 48 hours before the activity or is a no-show, the activity fee is non-refundable.

No-show refers to the participant failing to cancel and failing to attend their activity booking.

3. Purpose of the Policy

The Galactico Coaching Late Cancellation Policy aims to ensure that all individuals and organisations that want to be involved with GC have an equal chance at booking a space. It helps to outline the policy that GC follows when individuals and organisations make a booking or cancellation. The policy aims to prevent no-shows and late cancellations, in order to ensure activities are booked to capacity, enabling more individuals and organisations to explore the range of activities that GC has on offer.

4. Who our Policy Applies to

This policy applies to:

- Paid and unpaid employees, volunteers, or contracted personnel of GC.
- Affiliated centres, clubs, organisations, and personnel.
- All children and adult members or affiliates of GC.

5. The Extent of our Policy

Everyone affiliated with GC is expected to comply with this Late Cancellation Policy. This policy includes payments, refunds, cancellations, no-shows, exceptional circumstances, and late arrivals.

6. Responsibilities

The individuals to whom this Policy applies (Section 4) must:

- Consistently adopt, implement and comply with this policy.
- Ensure that the policy is easily accessible to all.
- Follow the procedure outlined in this policy.
- Be accountable for their own behaviour.
- Continually monitor and review this policy when required.

6.1 Director Responsibilities

As well as the responsibilities outlined in Section 6, The Director of GC is also responsible for:

- Ensuring all mentioned in Section 4 are made aware of this policy.
- Ensuring that all GC staff are aware of, and understand, what constitutes a late cancellation, no-show and late arrival.
- Maintaining an up-to-date list of participants/organisations affiliated with GC and marking down any cancellations, no-shows and late arrivals in their files.
- Monitoring and reviewing the effectiveness of this policy and reviewing it when required.
- Ensuring that staff are following this policy and only providing refunds where appropriate.
- Approving or declining refund applications.
- Providing any approved refunds within a reasonable timeframe.

6.2 Staff Responsibilities

As well as the responsibilities outlined in Section 6, staff of GC are also responsible for:

- Ensuring they have sufficient awareness of this policy and procedure.
- Helping make the participants/organisations aware of this policy.
- Maintaining factual records of any cancellations, no-shows and late arrivals and reporting these to the director.

6.3 Participant/Organisation Responsibilities

As well as the responsibilities outlined in Section 6, participants/organisations affiliated with GC are responsible for:

- The prompt communication with GC regarding any cancellations. Every effort must be made to ensure GC has received any cancellations.
- Providing evidence to GC of any exceptional circumstances that lead to any late cancellations.
- Understanding that they must give over 48 hours' notice to GC about any cancellations in order to be eligible to receive their refund.
- Understanding that refunds can take a few days to come through to their bank and show on their statements.
- Arriving on time to activities run by GC.

7. Activity Bookings

GC encourages participants/organisations to make activity bookings in advance as soon as possible to secure their place on their desired date and time. Payments are to be made in advance.

All bookings must be made in the name of the participant/organisation and must be used by that specified participant/organisation. Bookings are non-transferable to any other individual, group or organisation. Those outlined in Section 4 may not, at any time or for any reason, exchange, sell or gift a booking. If this occurs, the booking will be cancelled without any refunds.

8. Cancellations, No-Shows, and Late Attendance

GC advises that participants/organisations only book an activity if they know that they can see the activity through. This part of the policy outlines what happens in cases of cancellations, no-shows and late attendance, and in what cases participants/organisations are eligible for a refund.

GC will contact those requiring a refund, for their bank details unless GC already holds them on file. Participants/Organisations will be contacted when GC has sent the refund. Depending on their bank, refunds may take a few days to come through and appear on their bank statements.

GC will make a note of any late cancellations, no-shows, and late attendance to see if there are any patterns. Participants/Organisations that fail to show or cancel on three separate occasions within three months, will incur a one-month booking ban. GC reserves the right to refuse bookings by participants/organisations that consistently fail to honour bookings.

Early Cancellation - made over 48 hours before the start of the activity.	Refund Due.
Late Cancellation - made 48 hours or less before the start of the activity.	No Refund.
Late Cancellation with Exceptional Circumstances.	Refund Due.
No Cancellation, No-Show.	No Refund.
Late Attendance	No Refund.

8.1 Cancellations

Cancellations can be made via email, phone, text, or in person. Participants/organisations must make every effort to ensure that GC is aware of their cancellation.

If you need to cancel a booking, it must be done more than 48 hours before the start of the activity in order to get a refund. If cancellations are made 48 hours or less before the start of the activity, refunds will not be given.

In the case of block bookings, for example, if a participant has paid for multiple dates of a camp, cancellations for the entire block booking need to occur 48 hours before the first date that they have booked. If the cancellation is only for part of the block booking, this must be made 48 hours before the first date that they are cancelling. In this case, refunds will only equate to the part of the block booking that they are cancelling. If the block booking had a savings deal, this savings deal would be included in working out the amount needed to be funded.

GC understands that there may be exceptional circumstances where participants/organisations may be legitimately unable to provide more than 48 hours' notice to cancel a booking. These instances may include a sudden emergency, significant illness or injury, or loss of livelihood. In these cases, evidence must be provided in order to receive a refund.

8.2 No-Shows

Any no-shows will not be refunded even if there was an exceptional circumstance.

8.3 Late Attendance

Any late attendance will not be refunded even if there was an exceptional circumstance.

9. Postponing, Altering or Cancelling Activities

GC may sometimes need to postpone, alter or cancel activities at any time for any reason, such as, but not limited to, the weather, or an emergency. Those down to attend the activity will be notified as soon as possible via phone or email and social media posts on GC accounts. In these cases, either full refunds will be given if cancelled, or a place on the newly selected date if postponed.