

Cancellation and Refund Policy

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SIGNED:

Danielle Gatty. Candice Burton. Jewel Adlington.

Chair of Trustees	The hardcopy on file has been signed
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Little SENDsations makes every effort to ensure that events and activities we organise take place as planned. Unfortunately, sometimes unforeseen circumstances may affect their viability in which case the following cancellation policy applies to each booking.

Cancellation of an event by Little SENDsations.

If we cancel a previously advertised event, then participants are entitled to:

- A full refund of the fees paid for the event
- Instead of a refund, the option to have your fee transferred to another event providing it is the same cost or less. If the new event costs more than the amount of the refund, we would request payment of the difference.

Thankfully this is something that rarely occurs and we make every effort not to cancel events.

We understand that from time to time families may find themselves unexpectedly unable to attend an event they are booked onto. We therefore provide the following guidance:

Cancellation of Attendance by a Participant

If you have made a booking and you are no longer able to attend, you should:

- Contact us at your earliest convenience to let us know that you are no longer able to attend and to discuss your options. We may be able to transfer your booking to another date or time. Contact can be made by emailing us at wslittlesensations@gmail.com, messaging us via Facebook messenger or contacting us by phone.

We are keen to ensure that as many people as possible have the opportunity to attend our events therefore informing us that you are no longer able to attend enables us to offer the spaces to other families who may be on a waiting list. For this reason, tickets are non-transferable as we will always allocate to families on our waiting lists first. If you know a family who you think would be interested in the event, please let us know when you are requesting to cancel your place as we may be able to offer your tickets to them if the event being cancelled is not fully booked or if there is no waiting list in operation.

Refunds

As a charity reliant on donations in order to meet our aims, Little SENDsations is keen to ensure that money lost through cancellations is kept to an absolute minimum. Many of our events are already highly subsidised and are often paid for in advance, therefore, refunds will only be issued under the following circumstances:

- Where we are able to re-sell your tickets onto another family.
If this is the case, if you request a refund, we will refund you the amount that we were able to sell on. For example, if you buy four tickets and we can sell on four tickets, we will refund you for the full amount you have paid, minus any processing fees. If however, we are only able to sell three of the four tickets on, we will only be able to refund you for three of the four tickets.
- If an unavoidable medical appointment clashes with an event you have booked. If you request a refund, we will refund you the amount you have paid, minus any processing fees.
- Medical emergencies or hospital in-patient. If you have a medical emergency which prevents you from being able to attend or you or an immediate family member is an in-patient in hospital, we will refund you the amount you have paid, minus any processing fees.

We will always try our hardest to resell tickets to enable us to offer refunds where and whenever possible.