

POLICY AND PROCEDURE



Solihull
Life
Opportunities

St Andrew's Centre
Pike Drive
Chelmsley Wood
Birmingham
B37 7US

Charity No. 1102297
England Company No.
5025939

Cancellation Policy

Category:
Service Users
Staff and volunteers

Introduction

Solihull Life Opportunities provides a number of different schemes supporting children and adults with learning disabilities to access social and leisure activities. Inevitably there will be occasions where a specific session has to be cancelled, or a member cannot attend the session. When this occurs there is a financial implication to the organisation which needs to be closely managed to ensure the future viability of each project.

Policy

Session cancelled:

The relevant Project Manager at SoLO is responsible for making the decision to cancel a session after assessing all the evidence. Situations where this may be appropriate include adverse weather, inadequate staffing levels despite all attempts, unsafe venue. (This list is not exhaustive)

If in doubt Project Managers may seek advice from their line manager or The Chief Executive Officer.

Member cancels/does not attend:

Wherever possible payment for activities should be collected from members in advance of a session, however it is recognised that this is not appropriate for "drop in" projects. Payment will be expected for any missed sessions unless exceptional circumstances apply such as bereavement, serious accident or

Policy Name: Cancellation Policy

Organisation: Solihull Life Opportunities

Date policy issued: February 2010 Approved by: SoLO Board of Directors Date: 17.3.2010

Amended Approved by: SoLO Board of Directors Date:

Next Review Date: February 2012

Pages in this document - 2

medical incident. (This list is not exhaustive). Minor ailments & illnesses would not fall into this category.

Procedures

Session cancelled:

If sessional workers are unable to work their designated hours due to circumstances beyond theirs, or the organisations control, they have the choice of carrying out alternative work at a mutually convenient time, or not being paid for that session.

If a session is cancelled by SoLO every attempt should be made to run another session in recompense at later date. If for any reason this is not possible and a member has paid in advance for the activity the cost should be reimbursed.

Member cancels/does not attend:

Details relating to dates and costs of sessions should be sent out in plenty of time to allow members to return payment prior to the activity. There will be an option for those members/parents who are not in a position to pay in advance to pay at each session **or in instalments**. Members/Parents should be clearly advised that payment will be required for each session that they are booked on (i.e. on the register for) unless there are exceptional circumstances (such as bereavement, serious accident or medical incident), **or more than 3 days notice is given**. This applies equally to term time, and holiday projects.

Right of Appeal

Solihull Life Opportunities has a formal Grievance Policy which is available where a dispute arises. Appeals should be made in writing to the relevant manager within 28 days of the decision being made.

Linked with: Grievance Policy
Adverse Weather Policy

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Pages in this document - 2