

CANCELLATION POLICY

Cancellation by a school or other booked group

During the summer and our Autumn Guy Fawkes & Gunpowder programme there can be high demand for visits. If you need to cancel a visit please try and do so as soon as possible so we can offer the date to other groups.

- If schools give **more than three working weeks** notice of cancellation, there will be **no charge**.
- If schools give **2 weeks** notice of cancellation, a **half day rate** will be charged for the total number of visiting pupils specified on the booking form.
- If schools give **less than a full working week's** notice of cancellation, the **full cost** of the day will be charged for the total number of visiting pupils specified on the booking form.

Cancellation by Groundwork

We have the right to cancel any visit in the light of unforeseen circumstances, such as severe weather conditions or sudden staff illness.

In the case of staff illness we will endeavor to provide cover for the session by another staff member, however this may not always be possible and may lead to us cancelling the visit. We would seek to re-arrange the visit the school at the earliest available date.

Any schools concerned about severe weather on the day of their visit or wishing to make a cancellation or change of date should contact the Education Officer at Groundwork Kent & Medway as soon as possible on 01634 855166