



## **Cancellation Policy: Including provision for COVID19**

### **Updated: September 2020**

With so much uncertainty relating to the developments of the COVID19 virus, we want to assure you that we remain committed to working with schools in order to create a safe experience for any schools booking with us during this time. We recognise that schools have a fundamental duty of care towards their pupils and staff and we will do all we can to support you in this, whilst also ensuring that we protect our business and our staff.

With this in mind, we have drawn up a revised risk assessment for our on-site visits, which is available upon request and have laid out our revised cancellation policy below, in the event of schools needing to cancel sessions already booked.

Our priority will always be to re-schedule your booking. We will do everything we can to find a suitable date for you later in the term/year. We understand that in a school setting this is not always simple and so, if necessary, bookings can be changed to focus on a different topic. There will be no additional administration charges when re-arranging a booking if taken within a six month period of the original booking, although there is a small chance that travel costs may be charged (if already booked).

If the cancellation takes place with less than 4 weeks' notice, but more than 1 week before the planned workshop, no fees will be due as long as the session is rescheduled at the time of cancellation. If the session is not rescheduled 50% of fees may be liable.

If the cancellation takes place 1 week or less before the planned workshop and is not rescheduled, the school may be liable to pay 100% of the full-service fee plus any unrecoverable expenses.

### **Government Closures**

In the event of a Government enforced closure, our cancellation policy remains the same with no fee's due as long as the booking or another workshop is rescheduled within a six month period. If schools are closed for an extended period of time this may be extended up to a year. If you choose not to reschedule, all cancellation policies outlined above will apply.

Our aim is to work with schools to find the best solution to any cancelled sessions. Our hope is that you will always choose to reschedule your booking rather than cancel. As a small independent company, we need to support our actors and be able to cover our running costs to ensure we are here for your schools and children in the future.