

**Leeds Mencap Playscheme**

**Cancellation Policy**

Over the past few years we have found more and more families are cancelling playscheme places at short notice. This has a large financial impact on us as small charity, as we rota and staff playschemes based on the children who are booked on to attend. We have to pay these staff even if your child does not attend. Therefore we are now taking the opportunity to introduce a clear cancellation policy as outlined below.

Following on from the closing date for applying for places on the playscheme, the Activities Coordinator will be in touch with you to offer you the sessions that we are able to accommodate your child.

From the date you are advised of the allocated sessions you will have 7 days (5 working days) to either accept or cancel these sessions.

After this date, until 7 days (5 working days) prior to the date your child is due to attend their first session, if you choose to cancel any sessions you will be liable for 50% of the cost of the cancelled sessions.

If you cancel sessions within 7 days (5 working days) of your child being due to attend their first session you will be liable for 100% of the cost of the cancelled sessions.

If there are exceptional reasons as to why you need to cancel your sessions at short notice, please contact the Activities Coordinator to discuss an exceptional circumstances bursary.

**Please also note that places on playschemes will not be offered if there are any fees owing from a previous playscheme, or any other Leeds Mencap service your child may access.**