

Approved

Policy Owner:	Recreation Services Team Leader
Authorised by:	Chief Executive Officer
Authorisation Date:	August 2020
Review Due Date:	August 2021

Purpose and Scope

This policy outlines rules in place to minimise cancellations for Cahoots services and reduce the effect of cancellations on families using Cahoots services. The Cahoots team will enforce and work within the policy. Special circumstances may be considered by Cahoots management if deemed appropriate.

Policy

Definitions

For the purpose of this policy, Cahoots Team includes all staff, volunteers and contractors

Full Business day refers to Cahoots head office operating hours; Monday to Friday 9am to 5pm, excluding public holidays.

Cancellations received outside the above hours will be received and considered the next Business Day.

Programs

If less than 2 Full Business days' notice is given of a cancellation Cahoots will invoice 100% of the full fee. Upon receipt of payment a credit note will be issued for 80% of the cancelled service cost for use within 3 months from the date of the cancelled service.

Cancellations with greater than 2 Full Business days' notice will be processed with no costs incurred.

Camps

If less than 5 Full Business days' notice is given of a cancellation Cahoots will invoice 100% of the full fee. Upon receipt of payment a credit note will be issued for 80% of the cancelled service cost for use within 3 months from the date of the cancelled service. Cancellations with greater than 5 Full Business days' notice will be processed with no costs incurred.

Cancellations Before Camp/Program Departure

The participant/guardian is to notify the Cahoots Family Relationships Officer (FRO) by email info@cahoots.org.au of the cancellation.

- 1) When cancellation is less than min Full Business Days (see above) FRO's will cancel booking and advise Cahoots Accounts Team accounts@cahoots.org.au to provide an invoice for full fees, noting late cancellation and next steps.
- 2) Upon receipt of payment, Cahoots' Finance Officer will issue a credit note for 80% of fee paid, valid for 3 months from the date of the cancelled service.

- 3) When cancellation is greater than min Full Business Days (see above), FRO's will cancel booking and confirm with customer. No invoice will be created.

Reference and Related Documents

- NDIS Price Guide
- Cahoots P31 Terms & Conditions

Policy Versions

Version Number	Date	Description of Amendment
1.0	10/07/19	Policy Created
2.0	23/03/2020	Reviewed – COVID19 Clause added
3.0	28/08/2020	Reviewed – Amendments made