

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.

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.

Procedure

Cancellations Before Camp/Program Departure

The participant/guardian is to contact the Cahoots office and notify the Family Relationships Officer (FRO) on info@cahoots.org.au of the cancellation.

FRO's will then advise Accounts accounts@cahoots.org.au to provide an invoice for cancellation fees.

Upon receipt of payment, the Finance Officer will issue a 3-month credit note from the date of the cancelled service.

Cancellations on the Day of Camp or Program

The participant/guardian is to contact the camp/program phone number provided in their confirmation and let the Facilitator know the participant will not be attending.

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