

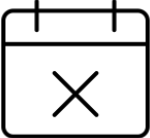







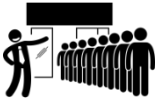

# Cancelling a Booking or Service





This document explains Cahoots **Cancellation Policy**





A policy tells you **HOW** and **WHY** we do things

When you see the word **we** or **us** in this document it means **Cahoots**

	<p><b>This policy tells you</b></p> <ul style="list-style-type: none"><li>When you may need to cancel a service</li><li>How to cancel a service</li><li>How much it may cost you when you cancel a service</li><li>When and why, we may cancel a service</li></ul>
	<p><b>Who is this policy for?</b></p> <p>It is for you and your family or your decision makers</p>
	<p><b>Cancellation means</b></p> <ul style="list-style-type: none"><li>You are booked into a Cahoots service but</li><li>You cannot go to the service, or</li><li>You cannot stay on the service, or</li><li>When you don't show up and did not tell us you were not coming</li></ul>
	<p><b>A Cahoots Service means</b></p> <ul style="list-style-type: none"><li>Overnight Camps</li><li>Day Programs</li></ul>

 	<p><b>You may cancel a service because</b></p> <p>You are sick</p> <p>You change your mind</p> <p>You have other things to do</p> <p>You do not have enough NDIS funding</p> <p><b>and</b></p> <p>When you do not go to the booked service and did not tell us you were not coming</p>
	<p><b>We may cancel your service because</b></p> <p>There is an emergency and it is not safe</p> <p>We cannot give you the support you need</p> <p>We have to send you home because something has happened</p> <p>We do not have enough staff</p>
	<p><b>Cancellation Notice Period means</b></p> <p>The amount of time to give to cancel the booked service</p>
	<p><b>A Business Day means</b></p> <p>Cahoots Office Hours</p> <p>Monday to Friday</p> <p>9am to 5pm</p>
	<p><b>Cancellation Fee means</b></p> <p>The amount of money that may be charged when a Cahoots service is cancelled.</p>

	<p><b>Camps – Cancellation Notice Period</b></p> <ul style="list-style-type: none"> <li>• If you give us more than <b>5</b> full business days notice, there is no cancellation fee</li> <li>• If you give us less than <b>5</b> full business days notice, your cancellation fee will be 100% of the camp fee</li> </ul>
	<p><b>Day Programs – Cancellation Notice Period</b></p> <ul style="list-style-type: none"> <li>• If you give more than <b>2</b> full business days notice. there is no cancellation fee</li> <li>• If you give less than <b>2</b> full business days notice, your cancellation fee will be 100% of the program fee</li> </ul>
	<p><b>If you need to cancel a service</b></p> <p>Let us know as soon as possible</p> <p>Avoid the cancellation fee by letting us know within the Cancellation Notice Period</p> <p>Contact us by calling 1300 103 880 or emailing <a href="mailto:info@cahoots.org.au">info@cahoots.org.au</a></p> <p>You will be charged the full fee if you don't turn up and did not tell us that you wanted to cancel</p>
	<p><b>Sometimes you need someone to help with cancelling your service, like</b></p> <p>Someone in your family</p> <p>Your guardian</p> <p>Another person you trust</p> <p>You or the other person can contact us to cancel your service booking</p>

	<p><b>When Cahoots cancels your service before it was due to start</b></p> <p>We will let you know as soon as possible</p> <p>We will help you book into another service</p> <p>You will not be charged for the service</p>
	<p><b>When Cahoots cancels your service after it has started or if we have to send you home, for any reason</b></p> <ul style="list-style-type: none"> <li>• We will let you and your family or guardian know as soon as possible</li> <li>• We will look after you until you can get home safely</li> <li>• The Cahoots CEO will decide how much you will be charged based on <ul style="list-style-type: none"> <li>why the service was stopped; and</li> <li>the number of days you were at the service</li> </ul> </li> </ul>
	<p><b>Complaints</b></p> <p>A complaint is when you are not happy</p> <p><b>and</b></p> <p>You tell someone</p>
	<p><b>How to make a Complaint</b></p> <p>If you are not happy with the way we cancelled your service you can</p> <ul style="list-style-type: none"> <li>• Tell any Cahoots worker or leader</li> <li>• Send us an e-mail at <a href="mailto:info@cahoots.org.au">info@cahoots.org.au</a></li> <li>• Telephone us on 1300 103 880</li> </ul> <p>Complete the website <a href="#">Cahoots Feedback and Complaints Form</a></p>



**If your service was funded by the NDIS and you are still not happy you can**

Call the NDIS Commission on 1800 035 544

**or**

Complain online at the NDIS Commission website  
[NDIS Complaint Contact Form](#)

You can request the **Cahoots Cancellation Policy** by contacting us

Send us an e-mail at [info@cahoots.org.au](mailto:info@cahoots.org.au)

Telephone us on 1300 103 880