

LLANGADOG COMMUNITY CENTRE

CANCELLATION POLICY

Llangadog Community Centre is a hireable community asset run by members of the community for the benefit of the community, aiming to make enough money both to cover costs and to be able to continue to develop the hall.

Its Committee of Trustees welcomes bookings from hirers (You) and aims to ensure that You have the best experience here.

Our cancellation policy seeks to make sure that, if Llangadog Community Centre or You cancel a booking in advance, that neither you nor Llangadog Community Centre suffer unfair loss.

Cancellations by Llangadog Community Centre

If Llangadog Community Centre has to cancel Your booking for any reason:

- 1 We will notify You of this as soon as possible so You can let attendees know.
- 2 We will refund any money already paid for that booking.
- 3 We will offer You a similar booking free of charge.

The Management Committee reserves the right to cancel a booking in the following circumstances:

- 1 The premises being required as a Polling Station for a Parliamentary or Local Government election or by-election.
- 2 The premises becoming unfit for the use intended by the hirer.
- 3 An emergency requiring use of the premises as a shelter for the victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.

- 4 The committee reserve the right to cancel a regular booking slot for a priority use in which case prior notice of at least a month will be given.

In any such case the hirer shall be entitled to a refund of any money already paid, but Llangadog Community Centre shall not be liable to the hirer for any resulting direct or indirect loss or damages whatsoever.

Cancellations by the hirer

Regular Users – are those who book on a regular basis, such as weekly for a period of months. Cancellation within 48 hours or a no show will incur the full hire charge

Occasional Users and One-off Bookings – Any balance to be paid within a month of the event. Cancellation within 48 hours or a no show will incur the full hire charge.

Weekend Bookings – if any booking at a weekend (Saturday or Sunday), whether by a regular user, occasional user or a one-off booking, is cancelled within 7 days of the event a cancellation fee equivalent to the full hire charge for that booking will apply. The Committee may waive the cancellation fee at its sole discretion.

In the event of cancellation due to adverse weather immediately before a hire, Llangadog Community Centre will normally waive the hire charge.

Llangadog Community Centre will make the final decision on any dispute arising as a result of this policy, with regard to fairness and good community relations.