



SoLO
Life
Opportunities

38 Walnut Close
Chelmsley Wood
Birmingham
B37 7PU

Charity No. 1102297
England Company No.
5025939

POLICY AND PROCEDURE

Cancellation Policy

Category:

Members

Staff and Volunteers

Introduction

SoLO Life Opportunities provides a number of different schemes supporting children and adults with learning disabilities to access social and leisure activities. Inevitably there will be occasions where a specific session has to be cancelled, or a member cannot attend the session. When this occurs there is a financial implication to the organisation which needs to be closely managed to ensure the future viability of each project. It is also recognised that cancelled sessions cause inconvenience for members, their parents and carers, as well as volunteers and staff and, therefore, every effort will be made to avoid cancellation where possible.

Policy

This policy addresses the following:

1. When a session is cancelled:

The relevant Project Manager at SoLO is responsible for making the decision to cancel a session after assessing all the evidence. Project Leaders are not authorised to cancel sessions unless by not doing so there is a danger to members, staff or volunteers. Situations where this may be appropriate include adverse weather, inadequate staffing levels despite all attempts, unsafe venue. (This list is not exhaustive)

If in doubt, Project Managers may seek advice from their Line Manager or the Chief Executive Officer. Sometimes a session will be cancelled due to external influences, such as the venue being unavailable due to public sector strikes, but wherever possible, every effort will be made for the session to take place.

2. When a Member cancels or does not attend:

Wherever possible payment for activities should be collected from members in advance of a session, however it is recognised that this is not appropriate for “drop in” projects. Payment will be expected for any missed sessions unless exceptional circumstances apply such as bereavement of a close relative, serious accident or medical incident. (This list is not exhaustive). Minor ailments and illnesses will not fall into this category.

Procedures

1. When a Session is cancelled:

If a session is cancelled by SoLO (other than for reasons outside of the organisation’s control for example, snow, public sector strike etc.) every attempt should be made to run another session in recompense at later date. If for any reason this is not possible and a member has paid in advance for the activity the cost should be reimbursed.

If sessional workers are unable to work their designated hours due to circumstances beyond their control and that of the organisation, they have the choice of carrying out alternative work at a mutually convenient time, or not being paid for that session. If the session is cancelled with less than an hour’s notice, staff will be paid one hour to compensate for any travel time already incurred. If a session finishes early due to unforeseen circumstances (e.g a domestic emergency, bad weather...), staff pay will be rounded up to the full hour.

Personal Assistant service

If the agreed session of the Personal Assistant is cancelled by the Client/Parent/Carer, where possible another mutually convenient arrangement will be made however where this is not possible, the Client will be charged for the service for the expected session.

This includes circumstances outside of parents/carers/organisations control such as school closures or cancellation of work placements etc.. during adverse weather periods.

Exceptions to this are planned holiday (with at least one weeks-notice) and if the Client has a serious health condition or is hospitalised. In these circumstances the Client/Parent/Carer will be required to contact the PA manager to authorise a non-chargeable absence.

2. When a Member cancels or does not attend:

Details relating to dates and costs of sessions should be sent out in plenty of time to allow members to return payment prior to the activity. There will be an option for those members/parents who are not in a position to pay in advance to pay at each session or in instalments. Members/Parents should be clearly advised that payment will be required for each session that they are booked on (i.e. on the register for) unless there are exceptional circumstances (such as bereavement, serious accident or medical incident). This applies equally to term time, and holiday projects.

Where notice is given for non-attendance at a **holiday activity** (over 3 days) there will be a judgement decision on reimbursement made by the Project Manager and this will be based on:

- If the place can be given to someone on the reserve list
- The reasons for non-attendance
- The record of non-attendance by the member
- Any other mitigating circumstances

In the case of substantive projects (such as Daylight) where attendance is over a period of 48 weeks in the year, it is recognised that some members will wish to take holiday and there will be an allowance of 2 calendar weeks where members can be absent without paying, provided that more than one week's notice is given.

Daylight/Evolve cancellation policy

Any absences other than holiday entitlement are still payable and no refund will be given for unattended sessions. Long term absences (such as ill health, hospital stays, significant change in circumstances) can be discussed with the Project Manager to authorise a non-chargeable absence.

Members (or carers) should phone either the SoLO office or the Daylight mobile phone to inform about absences as early as possible on the day. Members will not be allowed to attend if they have an infectious illness.

At least 4 weeks' notice must be given to reduce or cancel the existing contract. The normal daily rate is still to be paid during the notice period even if not attended, unless authorised by the Project Manager.

Right of Appeal

SoLO Life Opportunities has a formal Grievance Policy which is available where a dispute arises. Appeals should be made in writing to the relevant manager within 28 days of the decision being made.

Linked with:

Grievance Policy
Adverse Weather Policy