



SoLO  
Life  
Opportunities

38 Walnut Close  
Chelmsley Wood  
Birmingham  
B37 7PU

Charity No. 1102297  
England Company No.  
5025939

## **POLICY AND PROCEDURE**

### **Cancellation Policy**

**Category:**

*Service Users*

*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.

If a Personal Assistant is cancelled by the parent/carer with less than 24 hours’ notice the parent/carer will be charged for the service for the expected session and hence the PA will also be paid.

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.

## **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