



# NEW WALTHAM

PARISH COUNCIL

## Pavilion Hall Hire Cancellation Policy

### 1. Introduction

This policy outlines the terms and conditions regarding cancellations of hall hire bookings. It aims to ensure transparency, fairness, and a clear understanding of fees associated with cancellations.

### 2. Cancellation Periods and Associated Fees

Cancellations must be made via email or phone call and will incur a fee based on the time of cancellation relative to the original event date.

- **More than 30 days before the event:** A **20% cancellation fee** of the total booking cost will apply.
- **15-30 days before the event:** A **50% cancellation fee** of the total booking cost will apply.
- **Less than 15 days before the event:** A **100% cancellation fee** of the total booking cost will apply.

### 3. Exceptions

In the event of an emergency or unforeseen circumstances, such as a public health crisis, government-imposed restrictions, or other force majeure situations, the management may review and adjust the cancellation fees on a case-by-case basis.

### 4. Transfer of Booking

If a booking is cancelled but the client wishes to transfer their reservation to another date, a transfer fee of **10%** of the booking cost may apply, depending on availability.

### 5. Refund Process

- Any applicable refunds will be processed within 14 business days following the cancellation confirmation.
- The refund amount will be based on the cancellation fee structure outlined above.

## **6. Communication**

All cancellations must be communicated via email and or phone, and be confirmed by both parties to avoid misunderstandings.

## **7. Changes to the Policy**

This cancellation policy may be subject to change. Clients will be notified of any updates to the policy via email or other communication methods prior to their booking.

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**This cancellation policy aims to protect both the hall management and clients while offering flexibility where possible.**

**For any queries regarding cancellations or fees, please contact the office on (01472) 822821 or email [office@newwalthamparishcouncil.gov.uk](mailto:office@newwalthamparishcouncil.gov.uk)**

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**Adopted by NWPC on:** 5 March 2025