

## Cancellation Policy

### Statement of Intent

It is our intention, to ensure that Eduplay's services provides an efficient, reliable and prompt service for all our customers; however circumstances can occur that may lead to either party (customer or Eduplay) cancelling or delaying the service.

The list below, although not exhaustive, highlights possible circumstances which could result in cancellation or delay of the service and any action which may need to be taken.

Reason for possible cancellation	Action to be taken
Risks and hazards identified on the original venue assessment not being addresses as discussed between customer and Eduplay prior to the start of service delivery.	<ul style="list-style-type: none"> <li>• Identified risks to be addressed by customer or Eduplay</li> <li>• Cancellation of the crèche if risks cannot be removed</li> </ul>
Changes within the room to be used for crèche, posing risks to children and adults e.g. storage of large equipment, no lighting, no heating etc.	<ul style="list-style-type: none"> <li>• Customer to inform Eduplay of the changes prior to the crèche going ahead.</li> <li>• Identified risks being removed/addressed prior to the start of the crèche.</li> <li>• Cancellation of the crèche if risks cannot be removed.</li> </ul>
Venue is closed.	<ul style="list-style-type: none"> <li>• Customer to inform Eduplay as soon as possible</li> <li>• Cancellation of crèche</li> </ul>
Tutor/facilitator cancels the session due to sickness or unavailability.	<ul style="list-style-type: none"> <li>• Customer to inform Eduplay as soon as possible.</li> <li>• Cancellation of crèche.</li> </ul>
Outing for the group and no crèche required	<ul style="list-style-type: none"> <li>• Customer to inform Eduplay of possible outings prior to contract being signed.</li> <li>• Customer to inform Eduplay as soon as possible.</li> </ul>
Eduplay staff sickness/absences.	<ul style="list-style-type: none"> <li>• Eduplay to implement staff contingency policy</li> <li>• Inform customer of staff changes</li> <li>• Cancellation of the crèche if alternative staff cover cannot be arranged.</li> </ul>
Eduplay transport is late or fails to collect staff	<ul style="list-style-type: none"> <li>• Eduplay to inform customer of delay ASAP.</li> <li>• Eduplay to look at alternative transport arrangements.</li> <li>• Cancellation of creche if alternative transport cannot be arranged.</li> </ul>
Complaint made by customer regarding the Eduplay service.	<ul style="list-style-type: none"> <li>• Complaints procedure to be implemented.</li> <li>• Crèche to be put on hold until issues can be resolved.</li> <li>• Crèche to be cancelled if no resolution can be found.</li> </ul>

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## **Cancellation Charges**

Cancellation of individual one off crèches will be charged at full rate.

Cancellation of long term crèches with no end date specified will be charged at:

- Full rate if less than 48 hours notice is given.
- Half price if 48 hours to a weeks notice is given.
- No charge if more than a weeks notice is given.

Cancellation of fixed term crèches with start and end dates specified will be charged at full rate for the fixed term period stated on the contract, unless 1 months notice is given to cancel.

Customers will not be charged when Eduplay are directly responsible for the circumstances resulting in a cancellation.

Eduplay Mobile Crèche and MFC crèche reserves the right to cancel individual crèche sessions or contractual arrangements if we feel it is appropriate to do so.

For cancellation policy regarding the Funky Fun Bus please refer to the Funky Fun Bus terms and conditions.

