

Cancellation Policy

Including Casual and Regular Hire

The Association reserves the right to cancel any hiring, whether casual or regular, at any time particularly for maintenance, urgent repairs and/or all-day functions. The Association will endeavour to give one months' written notice.

For all-day functions then written notice will be given by the Association to regular hirers of intention to cancel, but an alternative room(s) would be sought if they are available without additional costs incurred by the hirer in the first instance. Regular hirers would receive a credit against any fee paid if an alternative room(s) is not possible.

We will not be responsible for any loss or expenditure incurred by the hirer, their members or guests as a result of cancellation.

Notice Required – Casual Hire

At the time of booking, all casual hirers must pay a cash security bond and a minimum of 10% of room hire charges to secure the date and time of the event. If the event is cancelled for whatever reason, and regardless of timescale between cancellation and the event, then the bond is retained by the Association. Any other room hire charges paid will be refunded at the rates given below:

More than 3 months' notice before the event date then 100% of room hire charges paid will be refunded;

Less than 2 months' notice before the event date then 50% of room hire charges paid will be refunded;

Less than 1 months' notice before the event date then no refund will be given.

Notice Required – Regular Hire

For all regular hire, the Association requires one month's written notice of a booking termination. If less than one month's notice is given then one month's hire charge will be levied.

For cancellation of a one-off class or group then notification one month's written notice must be received by the office, either by letter or email (angela@waterloovillecommunity.org.uk). If less than one month's written notice is given then room hire will be chargeable.