

Let's Enable's cancellation policy for private bookings



- Bookings will take place during school term times unless otherwise agreed by Let's Enable
- Cancellations within 24 hours – 100% payment or no refund
- Cancellations between 24 and 48 hours - 50% payment or 50% refund (credit note)
- Cancellations more than 48 hours' notice – no payment or full refund (credit note)
- A block booking of 5 sessions or half termly will be made by Let's Enable with defined dates
- An invoice for the first session will be sent soon after booking the block session – payment for the 1st session is non refundable
- A further invoice will be sent at the end of the block booking for the remaining sessions
- Payment will be due within 14 days of receiving the invoice
- If payment is late, Let's Enable may stop any further sessions until payment is received
- Let's Enable reserves the right to cancel the session due to circumstances beyond their control – the organisation will not be charged for this session, as much notice to the organisation will be given and another mutually convenient session date will be added to the block booking
- Any refunds will be given as a credit note