



Temporary Booking and Cancellation Policy

CaSE Community Trust is continuing to monitor the situation on COVID-19 very closely. We have implemented measures to minimise its impact as our goal is to run 'business as usual' as much as possible. As such we have completed a 'COVID-19 Risk Assessment' and continue to encourage all visitors to read and adhere to our 12-step process in helping to keep the centre a COVID-19 secure building, as well as amending our booking and cancellation policy below.

1. Bookings:

- a) Block bookings will be accepted in more flexible blocks, instead of just 6 or 12 weeks. For example: bookings can be accepted on a month-by-month, or term-by-term basis to suit new working schedules;
- b) Please allow up to 5 working days for bookings to be confirmed;
- c) Hire times must include set up time and clearing away time;
- d) Careful management of bookings has been implemented to ensure there is ample time between bookings for required cleaning;
- e) We are accepting contactless payments only. Payments can be made via PayPal, bank transfer or Standing Order.

2. Cancellations/amendments:

- a) If it is necessary for CaSE Community Trust to cancel any one off or block booking or close the Lyons Community Centre we will attempt to provide at least 24 hours notice, noting that this may not always be possible, and any hire charges will be returned by the means with which it was paid within 5 working days;
- b) In the event that a block booking session is cancelled with less than a months notice, for COVID-19 reasons, any hire charges will be returned by the means with which it was paid within 5 working days or transferred to a future invoice. However, in the event that less than 24 hours notice is given we will be unable to return the hire charge for the cancelled session;
- c) In the event that a one off booking is cancelled with less than 14 days notice for COVID-19 reasons any deposits and hire charges paid will be returned by the means with which it was paid within 5 working days. In the event that less than 24 hours notice is given, only the deposit will be returned by the means with which it was paid within 5 working days;
- d) If it is possible to re-arrange any bookings to a later date this will be actioned at no extra charge to the hirer, if more than 24 hours notice is provided. In which case, the hire charge and deposit can be transferred to the new booking.

All other booking hire terms and conditions remain in place. This temporary policy will remain in place until 31st December 2021.