CRICKHOWELL COMMUNITY SPORTS

CANCELLATION AND REFUND POLICY

Effective date: 01.10.2026 | Last reviewed: 01.10.2026

This policy applies to Community Use bookings for the sports facilities at Crickhowell High School made through the Crickhowell Community Sports booking system. Community Use is managed by Crickhowell and District Community Partnership CIC (the Community). Payment is required in advance to secure a booking. Any specific terms shown at the time of booking take priority. Nothing in this policy affects statutory rights.

1. Scope and booking types

This policy covers Casual Use, pay-as-you-play bookings and block bookings during Community Use hours. Casual Use may be booked up to 48 hours in advance, subject to availability. Separate written terms may apply to events, exclusive hire or other higher-value bookings.

2. Cancellation by the customer

You may cancel through your online account or by contacting [email/telephone]. Cancellation takes effect when recorded in the booking system or received by the Community.

- At least 24 hours before the booking starts: full account credit, transfer to another available session or a full refund, at the customer's choice.
- Less than 24 hours before the booking starts, or non-attendance: no refund, credit or transfer will normally be provided, unless exceptional circumstances apply.

For block bookings, the notice period applies separately to each affected session. Sessions already used are not refundable. Any non-refundable payment-processing fee will be identified before payment.

3. Transfers and exceptional circumstances

Transfers are subject to availability and must be agreed by the Community. We may offer a refund, credit or transfer outside the standard terms where serious illness, injury, bereavement or another exceptional event prevents attendance. Requests should be made promptly and may require reasonable supporting information. They will be considered fairly and consistently.

4. School priority and cancellation of Community Use

School use has priority over Community Use. Crickhowell High School will not cancel a confirmed Community booking except where cancellation is required for health and safety, safeguarding, school examinations, compliance with law, an emergency, use of the site as part of the network of emergency response centres, or because the facilities are unsafe or unavailable due to circumstances beyond the School's reasonable control.

The School and the Community will give as much notice as reasonably practicable and use reasonable endeavours to minimise disruption. Where practicable, the Community will offer suitable alternative accommodation or an alternative time.

5. Refunds where a booking is cancelled or changed by us

- If a confirmed booking is cancelled before it starts, you may choose a suitable transfer, account credit or full refund of the amount paid for the cancelled booking.
- If a booking is relocated or rescheduled, you may accept the alternative. If it is not reasonably suitable, you may request account credit or a refund of the affected booking.
- If an activity starts but cannot be completed, we will offer a fair partial refund, credit or alternative arrangement, taking account of the service already provided.

Except where the law requires otherwise, the School, Powys County Council and the Community are not responsible under this policy for indirect costs such as travel, accommodation, childcare or loss of earnings.

6. Weather, safety, maintenance and emergencies

Please check the booking system and messages before travelling. Access may be restricted or suspended where reasonably necessary for health and safety, safeguarding, emergency repair, statutory compliance, security or an emergency. The School may also reasonably restrict grassed or artificial-turf areas to protect them for School requirements.

If the facility remains open and the booking proceeds, a decision not to attend will be treated as a customer cancellation under section 2, unless the Community agrees otherwise because of exceptional local conditions.

7. Conduct, safeguarding and non-payment

The Community may end participation or cancel a booking for serious misconduct, unsafe behaviour, non-payment, safeguarding concerns, breach of site or emergency procedures, unauthorised access, or a material breach of the booking terms. A refund will not normally be given where cancellation results from the acts or omissions of the Booker, participants or guests. Any decision will be reasonable and proportionate.

8. Refund processing and records

Approved refunds will normally be returned to the original payment method within [10] Working Days. "Working Days" means Monday to Friday, excluding public holidays in England and Wales. Banks and payment providers may take additional time to credit funds. The Community will maintain appropriate booking, payment, cancellation, complaint and incident records.

9. Queries, complaints and consumer rights

Send queries to [email] with the booking reference. Complaints may be made under the Complaints Policy at [link]. Leisure services provided on a specific date or during a specific period may not carry the usual 14-day cooling-off right for online purchases. Any cancellation right or remedy that applies by law remains unaffected, including where a service is not provided with reasonable care and skill or is materially different from what was agreed.