



MARCHINGTON VILLAGE HALL

CANCELLATION POLICY

Marchington Village Hall is a hireable community asset run by members of the community for the benefit of the community, aiming to make enough money both to cover costs and to be able to continue to develop the Hall.

The **Marchington Village Hall** Committee of Trustees welcomes bookings from hirers (**You**) and aims to ensure that **You** have the best experience here. Our cancellation policy seeks to make sure that, if **Marchington Village Hall** or **You** cancel a booking in advance, that neither **You** nor **Marchington Village Hall** suffer unfair financial loss.

If Marchington Village Hall has to cancel Your booking for any reason:

1. **Marchington Village Hall** will notify **You** of this as soon as possible so that **You** can let attendees know.
2. **Marchington Village Hall** will refund any booking deposit.
3. **Marchington Village Hall** will offer **You** a similar booking free of charge.

In exceptional circumstances, **Marchington Village Hall** may have to cancel **Your** booking at very short notice, e.g., due to fire, flood, electric, gas or water supply problems or other unforeseen circumstances. In this event MVH will make every effort to let **You** know in advance and will offer **You** a similar booking free of charge.

If You cancel a booking for any reason:

1. Bookings will only be accepted subject to acceptance of this Cancellation Policy in writing on **Your** Booking Form.
2. **Marchington Village Hall** will not refund booking deposits for cancelled events.
3. **Marchington Village Hall** will not charge a further hire fee when **You** give notification of the cancellation one calendar month or more prior to the hire.
4. **Marchington Village Hall** will charge 50% of the balance when **You** cancel between one month and two weeks before the event.
5. **Marchington Village Hall** will charge 100% of the balance when **You** cancel less than two weeks before the event.

In the event of cancellation due to adverse weather immediately before a hire, **Marchington Village Hall** will normally waive the further charge.

Marchington Village Hall will make the final decision on any dispute arising as a result of this policy, with regard to fairness and good community relations.

Marchington Village Hall Committee of Trustees

February 2024