

BATTLE MEMORIAL HALL
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Cancellation Policy

Due to people cancelling at the last minute and the venue losing money and due to turning other bookings away we have introduced a cancellation policy.

However we realise that at times there are life events that happen that could not of been predicted and in the event of unpreventable situations, hirers can appeal to the manager who has some discretion in regard to the cancellation rates set. These would have to be incidents that where serious and unpredictable in nature for allowances to be made beyond this policy.

These are the cancellation rates hirers will be expected to pay.

- If the hirer is cancelling the booking/s with **8 weeks or more** notice there is no cancellation charge. As we may be able to rebook the space and prevent loss of income.
- If cancelling **between 4-8 weeks** before the cancellation fee is 25% of the booking fee. We are less likely to be able to rebook the space.
- If cancelling **between 1 to 4 weeks** before the booking the hirer will pay 50% of the booking fee.
We are very unlikely to be able to rebook the space and so will lose income.
- **Under 7 days'** notice the hirer will be required to pay 75% of the booking fee

Additional information

If you have not confirmed your booking by signing this is still classed as a provisional booking and the cancellation policy does not apply. However we would expect to receive confirmation between 8 weeks and at the latest 2 weeks before the booking unless agreed otherwise with the manager.

The cancellation policy will not apply if you decide to book an alternative session like for like within 8 weeks of the cancellation, we would class this as moving the booking date and time.