

Events Cancellation Policy

As a charity reliant on the donations of individuals and fundraising, Little Hiccups is keen to ensure that money lost through cancellations is kept to an absolute minimum and that as many people as possible have the opportunity to attend our events. It is important to be aware that Little Hiccups pays full price for tickets to events and offers the discount to Little Hiccups families at our cost.

We understand that from time to time participants may find themselves unexpectedly unable to attend an event they are booked onto. We therefore provide the following guidance. Please note this is only for events where Little Hiccups administers the bookings, and excludes external events that we occasionally advertise.

Cancellation of an event by participants

Family Fun Day

If you cancel your booking up to two weeks prior to the event's closing booking date, we will offer a refund.

If you cancel your booking less than two weeks prior to the event's closing booking date, the full cost is likely to be payable. *Please do still let us know as we may have a waiting list of participants wanting to attend.*

Hydrotherapy

The same as above applies but four weeks notice is required due to any replacements needing to fill out the necessary forms before the event.

How to Cancel

To cancel, email info@littlehiccups.co.uk or if, it is late notice (ie. illness on the day of the event) call the Little Hiccups mobile on 0783 123 0741. If leaving a message, remember to say who is calling!

Cancellation of an event by Little Hiccups

If Little Hiccups cancels an event, participants will be offered a full refund.



Policy agreed by Trustees on:

Signed by Chairperson:

To be reviewed:



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Registered Charity No: 1170147 Company Limited by Guarantee No: 9692276

Amendments

Date	Amendment Made	By whom
15/09/2023	3 year review - no amendments made	MWP

