

Events Cancellation Policy

As a charity reliant on fundraising and voluntary donations, Little Hiccups works hard to ensure that financial loss through cancellations is kept to an absolute minimum, while ensuring as many families as possible have the opportunity to access our activities. Little Hiccups heavily subsidises places by paying full commercial rates for venue hire, activity providers, and tickets, passing these discounts on to our member families. We understand that unexpected situations, hospital appointments, and illnesses arise. This policy outlines our cancellation terms for events and activities administered directly by Little Hiccups (excluding external third-party events we may signpost or advertise).

Cancellation of an event by participants

Family Fun Days & Social Events

- **Anytime prior to the event booking closing date:** You will receive a full refund of any booking fees paid.
- **Anytime after the event date (or on the day):** Booking fees paid are non-refundable. However, if we are able to reallocate your ticket to a family on our waiting list, we will happily issue a full refund.

2. Hydrotherapy & Specialist Sessions

- **4 weeks' notice required:** Due to strict venue capacities, pre-session health screening forms, and specialised facilitator costs, we require a minimum of 4 weeks' notice prior to the start date for a full refund.
- **Cancellations under 4 weeks:** Fees are non-refundable unless your place can be successfully filled by another family who has completed all necessary intake documentation prior to the session.

How to Cancel

Please notify us as soon as possible so we have the best opportunity to offer the place to another family:

- **Standard Notice:** Email events@littlehiccups.co.uk.
- **Short Notice / On the Day (e.g. sudden illness):** Call or text the Little Hiccups mobile on 07831 230741. Please ensure you leave your full name, your child's name, and the event you are booked onto.

Cancellation of an event by Little Hiccups

If Little Hiccups needs to cancel an event (for example, due to severe weather, facility closure, or instructor illness), participants will be offered:

- A transfer of their booking to the rescheduled date; or
- A full refund of any fees paid.

Refunds will be processed back to the original payment method within 5–10 working days. Little Hiccups is unable to reimburse personal travel or accommodation expenses incurred.

Policy agreed by Trustees on:

Signed by Chairperson:

To be reviewed:



Amendments

Date	Amendment Made	By whom
15/09/2023	3 year review - no amendments made	MWP
18/09/2026	Amendment Made: 3-year scheduled review; clarified non-refundable fee structure, waiting list reallocation terms, and formatting updates.	MWP

