



Booking Terms and Conditions

North East Sight Matters provide events, activities and workshops to children and young people with vision impairments (CYPVI) and their families.

Unless stated otherwise, NESM will cover the whole cost required to attend the event. **(CYPVI plus up to 2 adults and their siblings may attend free of charge).**

At NESM we work hard, as do our supporters to obtain funding in a challenging environment. We aim to support families by providing enriching opportunities, developing skills and building a community for CYPVI and their families. We work closely with our facilitators and event providers to ensure our funding and resources go as far as possible, and we often negotiate favourable terms.

As we must justify and report our spending to funders and for us to continue providing enriching and inclusive opportunities to our children and families, **free of charge**, it has become necessary for us to implement the following Cancellation Policy.

Cancellation Policy.

The following charges will apply to all bookings which are cancelled by the family.

- Cancellations **less than 7 days before** the event will require the family to **pay 100% of the cost** of the event.
- Cancellations **less than 14 days before** the event will require the family to **pay 50% of the cost** of the event.
- Cancellations made **more than 14 days before** the event will incur **no charge**.

If the booking is cancelled but NESM are able to fill the cancelled spaces with other families, there will be no cancellation charge.