



Event and Activities Booking and Cancellation/Refund Policy

Booking Procedures

- For current event and activity costs and dates, please refer to our website, www.rpcf.co.uk.
- We encourage people to book our events and activities via our website using their online membership accounts and pay using the provided PayPal facility. If you do not have access to the internet or the facility to pay online, bookings can be made by calling our office on 01709 296262. Lines are open Monday to Friday between 9:00 a.m. and 5:00 p.m.; payment options will be discussed with you. Please note that we cannot take cash payments.
- Before booking any event, please ensure that you have read the information provided to ensure that the event will meet your and your family's needs.
- If you booked online, your booking will be confirmed via email. You do not need to bring the confirmation; we can access an attendance list and registers to sign you in.

Cancellation and Refunds

- For our regular programme of events and activities, bookings can be cancelled 48 hours before the date/time of the event and will be fully refunded without question. You can do this by contacting our offices on 01709 296262 or emailing admin@rpcf.co.uk. Please allow up to three working days for any monies to be credited to your account (***please note that different guidance applies for one-off trips/overnight stays. See additional conditions below***).
- If a cancellation is made less than 48 hours before the start of the event, no refunds will be issued unless there are exceptional circumstances, at the management team's discretion.
- If Rotherham Parents Forum Limited cancels any event, we will endeavour to give you as much notice as possible, and full refunds will automatically be provided.

Additional Notes for one-off day trips and overnight stays

Booking and Paying for Your Day Trip/Overnight Break

- For booking day trips and overnight stays, you can either pay in full at the time of booking or you can secure your booking by paying a non-refundable deposit as follows:
 - Day Trips - £5 per person deposit

- Overnight Stays - variable; information will be provided at the time.
- If you pay with a deposit, you will receive an invoice for the balance via email, and a date for the full payment to be received will be indicated.
- Please note that you must be over 18 to make a booking.

Cancellation Policy

- If you need to cancel your booking after paying in full, the following charges will apply:
 - 12-8 weeks before the event: You will lose your deposit plus 50% of the total booking cost.
 - 8-4 weeks before the event: You will lose your deposit plus 75% of the total booking cost.
 - Less than 4 weeks before the event: You will lose your deposit plus 100% of the total booking cost.
- **To cancel your booking, please:**
 - Email us at admin@rpcf.co.uk.
 - Call us at 01709 296262

If We Cancel

- We reserve the right to cancel your booking at any time under the following circumstances:
- It becomes impossible for us to provide the booked break.
- A technical error occurs in processing your booking.
- We have reason to believe that you or any member of your party may be disruptive to other guests (information on acceptable conduct will be provided at the time of booking).

Refund Policy

- If we cancel the break, we will provide a full refund to everyone.
- If you are asked to leave due to disruptive behaviour, no refund will be provided.
- Where refunded, payments made by credit/charge or debit card will be refunded to the same card, less any non-refundable payment.