



Cancellation Policy

The purpose of this policy is to minimise financial loss resulting from cancellations, particularly for activities that involve upfront costs or have limited capacity.

Cancellation Fee

A £10 cancellation fee applies to selected activities. These activities will be clearly marked with an asterisk (*) on the booking page. If a cancellation fee applies, you will receive an invoice within 24 hours following the activity.

Cancellations

To cancel a booking, you must contact Lucy's Lights directly. Cancellations communicated through another member will not be accepted.

- If Lucy's Lights is able to fill your space, no cancellation fee will be charged.
- If we are unable to fill your space, a £10 cancellation fee will apply.

Illness

Please do not attend activities or events if you are unwell. If you notify Lucy's Lights directly, you may be exempt from the cancellation fee at the discretion of the Activity Coordinator.

Adverse weather

Amber Weather Warning: Members booked onto an activity will be contacted and given the option to cancel without incurring a fee.

Red Weather Warning: All activities will be cancelled automatically. No cancellation fees will be charged.

No-show Fee

This applies to all activities, including those without an asterisk (*). If you do not attend an activity you have booked, a £10 no-show fee will be charged. You will receive an invoice within 24 hours.

Agreement

By booking onto our activities, you agree to abide by this cancellation policy. If you have any questions or concerns, please contact us.