

PARTICIPANTS CANCELLATION POLICY AND PROCEDURE

Rationale

There is heavy demand on the services of Out Doors which means that there is a substantial list of people waiting for access to them. In organising an activity, resources in the form of staff and funds are expended in advance to secure sessional staff, accommodation and to purchase food for a set number of participants. The ratio of staff to participant is set based on running an activity safely. When a participant books an activity but cancels with very little or no notice, this does not allow adequate time for staff to offer their place to another.

Two consequences flow from this:

- another individual is deprived of an opportunity to participate in an activity,
- resources allocated are in excess of the actual number of participants.

This adversely impacts on the operational efficiency of Out Doors, strains its limited resources and prevents it from meeting its performance targets. In the longer term, one possible outcome can be that the funding bodies will reduce or stop the allocation of resources to Out Doors. This will be unfortunate as it will curtail its capacity to provide services.

This policy is written to provide guidelines for fair access and equity to our participants, and to enable Outdoors to continue to operate effectively and efficiently.

Policy Fees

- for one day programs are payable on the day of the program before the commencement of the activity.
- for single or multi-night or sequential programs are payable at the planning meeting held one week before the activity.

Bookings are only confirmed on payment of the fee. Failure to attend the planning meeting and to pay at that time may result in the place being offered to another participant.

Cancellation

In line with the procedures outlined in the NDIS Price Guide, in the event a participant cancels on short notice, or is a no show Out Doors Inc reserves the right to charge the full cost of the confirmed activity,

Short notice means the following:

Program Type	Required Notice Period
Day Trip	2 business days
All Overnight Trips	5 business days

Out Doors Inc may accept a lesser notice period on a case by case basis. Acceptable reasons for cancellation may include participant becoming unwell (in this instance the organisation has the discretion to seek from the participant a medical certificate) or other extenuating circumstances.

Participants who do not provide adequate notice of cancellation or who fail to show will be charged for the full cost of the activity e.g., day program, camp.

Participants who fail to give the required notice on 2 or more occasions will be followed up by the Intake and Community Liaison Coordinator or Program Manager. Where no satisfactory reasons are given, then the individual shall be withdrawn. Should participants wish to return to programs following withdrawal they will be required to go through the Intake process.

Refunds

No refunds will be given.

History

Date	Version	Reason for revision
February 2010	1.0	Issue version
February 2012	1.1	Reviewed
March 2015	1.2	Revised
May 2021	1.3	Revised to align with NDIS Price Guide