

**WOOLTON HILL CHURCH HALL**  
**Management Committee**  
**REFUND/CANCELLATION POLICY**

Woolton Hill Church Hall (WHCH) has two categories of Hirers:

**Regular Hirers** and **Casual Hirers**

As these two categories have different booking, invoicing and payment methods, the Refund Policy is applied differently to them.

**Refund Policy**

**a) Regular Hirers**

All Regular Hirers are invoiced and usually asked to pay within one month from the invoice date. Refunds to Regular Hirers are made at the discretion of the Treasurer and are usually a credit on the next invoice.

**b) Casual Hirers**

All Casual Hirers are asked to pay at the time of booking. Their refund policy is as follows:

- If the booking is cancelled at least 4 weeks before the date of the event, they will receive a full refund via cheque.
- If the booking is cancelled less than 4 weeks before the date of the event, they will not receive any refund, unless a replacement booking is received. The same treatment may apply to any alteration of the event date.

**Cancellation Policy**

**Government Elections**

The Management Committee reserves the right to cancel any booking in the event of WHCH being required for use as a Polling Station for a Parliamentary, Local Government or By-election. In these circumstances, the Hirer shall be entitled to a full refund of any monies already paid.

**Refusal of Booking**

The Management Committee reserves the right to:

- Refuse a (Casual Hirer booking without notice. The Hirer shall be entitled to reimbursement of such monies, or a proportion of the same, as have been paid by the Hirer to the Management Committee. The Management Committee shall not be liable to make any further payment to the Hirer.
- Cancel a (Regular Hirer) hiring agreement at any time, upon giving 7 days' notice to the Hirer. This communication can either be by telephone or email.

Approved by the WHCH Management Committee

Date: October 2022