A New Hope, Cumbria C.I.C

Booking Policy & Cancellation Policy

Reviewed 06/03/2026 by Louise Ritson
Next review March 2027

This policy is set out in line with the Provision of Services Regulations 2009 and sets out the responsibilities of the service provider, A New Hope Cumbria, C.I.C, and the service user, or client.

Terms and Conditions of Booking

1. All bookings must be made via our website or by contacting a member of our staff. Email confirmation may be requested as part of the booking process.
2. A non-refundable deposit will be required to secure all bookings. Deposits will only be returned in the case of points 7 and 12.
3. A confirmation email will be sent upon receipt of the deposit. The booking is considered confirmed once this email is received.
4. A date will be provided upon confirmation by which the remaining balance must be paid. Failure to do so may result in your booking being cancelled. Payment plans are available upon request if payment in full cannot be achieved by the set date. These must be requested in advance.
5. Bookings may be moved to a different class/start date at the organisation's discretion. This is not guaranteed and will be dependent upon availability.

Cancellations

6. All cancellations must be provided via email.
7. Cancellations made within 7 days of booking, unless this falls within the minimum terms for cancellations, will receive a full refund, including deposit. This is classed as a grace period or 'cooling off' period.
8. Cancellations must be made a minimum of 7 days before the start date of the course to receive a full refund, minus the non-refundable deposit.
9. Cancellations made less than 7 days before the start date of the course will be liable for a cancellation fee of £50. This will be deducted from any refunds owed to you.
10. Any cancellations made after the start of a course will be liable for a £50 cancellation fee, plus £10 for every class that has lapsed since the start date. Example: cancellations made on week 4 of a BSL course will be charged £90.
11. Any cancellations made past the halfway point of a course will be liable for the full cost of the course.
12. We reserve the right to be able to cancel or modify any course. In the event that we have to cancel a course or class a full refund will be given, including deposit.

Client/Service User Responsibilities

13. Clients/service users are responsible for providing accurate information upon booking one of our courses.
14. Clients/service users are responsible for ensuring deposits are paid to secure bookings and remaining balances are paid when due. If needed, the client/service user is responsible for requesting a payment plan in advance.
15. The Client/Service user is responsible for ensuring that they arrive to all courses/classes on time and with the appropriate materials – this may be pen and paper, or handouts given out

at a previous class. Non-attendance, or 'no show' to class without prior notice will be treated as a cancellation and subject to the cancellation policy.

16. Clients/service users are responsible for ensuring they do not cause any damage to the premises whilst attending a course or class.
17. Client/service users must show respect to all staff, teachers, and others service users whilst in attendance of a class or course.
18. Client/service users must also ensue that they are not under the influence of any illicit substances, including alcohol, when in attendance.

Our Responsibilities

19. We will endeavour to give appropriate notice of any changes, modifications, or cancellations.
20. We will provide all necessary handouts and, when appropriate, direct to other sources of material
21. We will provide an enjoyable learning experience taught by qualified staff.

Complaints

22. Complaints can be made via our website or by emailing the manager of the organisation.
23. All complaints will be dealt with in accordance with our complaint's procedure. This is available upon request.
24. Website: www.newhopecumbria.co.uk
25. Email contact: info@newhopecumbria.co.uk