



Suicide or Survive

Cancellation Policy and Procedure

Programme Partners

Applicability

This policy applies to organisations/ community partners who have booked Suicide or Survive to run a programme/ programmes for them and who then cancel the programme

Policy and Procedure

It is the policy of Suicide or Survive to treat everyone we come into contact with with respect and dignity and to be open, honest and transparent in our communications with them. As a charity receiving funds from a variety of sources we have a responsibility to ensure that those funds are put to use to achieve our mission and vision in the most efficient and effective manner possible. This policy covers cancellations for programmes booked by an organisation or community partner

Where an organisation/ community partner books a programme and agrees a financial contribution towards the programme and later cancels the programme, the following cancellation procedures apply:

- Cancellations made 2 weeks prior to the start date of the programme will not be subject to a cancellation fee
- Cancellations made 1 week prior to the start date of the programme will be charged a cancellation fee of 30% of the contribution agreed
- Cancellations made within 1 week of the start date of the programme will be charged a cancellation fee of 50% of the contribution agreed
- Cancellations made within 48 hours of the cancellation of the programme will be charged 75% of the full amount agreed for the programme

Suicide or Survive will make this cancellations policy known to organisations/ community partners requesting programmes.