



Family Link



Our mission: The provision of leisure opportunities for children and young adults with disabilities.

Payments and Cancellation Policy

Policy Purpose

This policy sets out the expectations for payments, cancellations, and credits for sessions provided by Family Link. It ensures clarity for families and carers while protecting the charity's financial position and enabling the delivery of consistent, high-quality services for children and young people.

Scope

This policy applies to all families, carers, and attendees of Family Link sessions.

Payment Terms

Payment is required at the time of booking and must be received before the session begins.

Accepted payment methods:

- BACS transfer
- Invoice via London Borough of Bromley's designated payments partner

Families receiving direct payments from Bromley Council may arrange for the payment to be invoiced directly.

- If payment is not received, attendance may be refused until payment is made.
- Families experiencing difficulties with payment should contact Family Link promptly to discuss options.

Cancellation by Families / Carers

- **Standard cancellations:** Families may receive a credit for a future session if notice is given at least 5 days in advance.



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- **Short-notice cancellations:** If cancellation occurs within 48 hours due to unforeseen circumstances, a credit may be applied at the discretion of Family Link.
- No credit:

For cancellations outside these notice periods:

- If a child/young person is deemed high-risk or unsettled and cannot safely participate
- If a child/young person is absent due to illness or other personal reasons
- Credits may be applied to future sessions and are valid for 12 months unless otherwise agreed.

Session Cancellation by Family Link

Family Link may need to cancel sessions due to:

- Severe weather or safety concerns
- Insufficient staff ratios or staff absence

In these cases:

- Families will be notified as soon as possible
- A credit for a future session will be applied

Family Link is committed to minimising disruptions and maintaining a safe, enjoyable environment for all attendees.

Communication

Families will be provided with this policy upon booking and via email

Queries regarding payments, cancellations, or credits should be directed to:

Rachel Palmer, Project Manager
Email: askfamilylink@gmail.com
Phone: 07368 975 310



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Record Keeping

All payments, cancellations, and credits will be recorded and monitored centrally to ensure transparency and compliance with charity regulations.

Records will be retained in line with Family Link's Data Protection and Financial Policies.

Review

This policy will be reviewed annually or sooner if operational changes or legislation require updates.

Policy approved and adopted by the Family Link Board of Trustees

On the: 09 May 2023

Reviewed: 8th January 2026 by Trustee – Paula Hollywood

Current Play Leader – Kenzie / Megan / Renée / Emma

Current Safeguarding Trustee – Julia James – 07894 672019

Policy due for review: 8th January 2027