



Camp Kiah Cancellation Policy

1.8 – Cancellation

At Camp Kiah we pride ourselves on our flexibility, client centred approach and willingness to provide support with a small turnaround where needed. It is also important that we feel we can offer consistent support with known staff to all children. In order to do so it is important that Camp Kiah can retain a consistent work force. For this reason, the following cancellation policy is in place

1.8.1 - 1:1 Respite

In the event of a cancellation of a 1:1 respite booking for an individual with less than 48 hours notice of the respite commencing, staff will still be paid their wage for the first 48 hour period of support booked.

All costs associated with 1:1 respite that are already paid for and cannot be refunded will also need to be reimbursed eg. Accommodation, vehicles, prebooked activities, food and resources.

All associated costs with the cancellation of the respite will be forwarded and invoiced to the funding body that has requested and authorised the respite/ camp support.

In the event that 48 hours or more notice is provided for cancellation of booked respite, all staff will be notified of cancellation and there will be no compensation for cancelled staff hours. An administrative fee of 10% of the total cost of the invoice will be charged if a refund is possible.

In the event that a planned respite is cancelled due to a medical emergency resulting in hospitalisation, no cancellation fee will be imposed.

1.8.2 - School Holiday Camps and Respite Weekends

Camp Kiah requires 3 full working days notice of withdrawal from a school holiday camp or respite weekend in order to be able to provide a refund of fees paid or owed. If less than 3 days notice of cancellation is provided, Camp Kiah will attempt to fill the spot that has been vacated.

If the vacant spot can be covered by another child/young person a refund will be provided. An administrative fee of 10% of the total cost of the invoice will be charged if a refund is possible.

If the vacant spot can not be covered a refund will not be able to be provided and full payment of the invoice will be required.

In the event that a planned respite is cancelled due to a medical emergency resulting in hospitalisation, no cancellation fee will be imposed.

In circumstances where a child or young person's behaviour is severely affecting the safety of themselves or others at the camp, they will be required to return home early. Please note that all costs associated with their return home will be at their guardian or funding

bodies expense. This will include any staffing costs as well as transport, accommodation or other reasonable requirements.