



## **ROOM AND EVENT HIRE CANCELLATION AND REFUND POLICY**

Lalor Neighbourhood House (LNH) aims to provide fair and transparent cancellation and refund arrangements for all hirers. This policy outlines the notice periods, applicable fees, and refund conditions for both casual and recurring bookings.

By confirming a booking, hirers agree to the terms set out in this policy.

### **1. CASUAL BOOKINGS (ONE-OFF HIRE)**

#### **Cancellation Notice Requirements**

- 14 days or more prior to booking date
- Hirers are entitled to a full refund of all fees paid, including any applicable bond and deposits.
- Less than 14 days' notice
- The hire fee will be forfeited in full
- Any bond and deposits will be refunded, subject to no outstanding issues

#### **Short Notice / Same-Day Cancellation**

- Cancellations made with less than 14 days' notice, including same-day cancellations, will be charged the full hire fee
- Exceptions may be considered in cases of illness or exceptional circumstances, where:
- Supporting documentation (e.g. medical certificate) is provided
- Notice is given as early as possible, and no later than 24 hours prior where practicable

### **2. RECURRING / PERMANENT BOOKINGS**

#### **Termination of Ongoing Bookings**

- A minimum of 4 weeks' written notice is required to cancel a recurring or permanent booking arrangement
- Any hire fees paid for bookings scheduled after the 4-week notice period will be fully refunded

#### **Individual Session Cancellations**

- Hirers must provide at least 14 days' written notice to cancel individual sessions within a recurring booking period



- Cancellations with less than 14 days' notice will be charged at the full hire rate

### **3. REFUND CONDITIONS**

- Refunds will be processed using the original payment method where possible
- Bond and deposit refunds are subject to:
  - Satisfactory inspection of the premises
  - No breaches of hire conditions
  - No additional costs incurred (e.g. cleaning, damage, key replacement)
- Refunds are generally processed within 14 days of the hire date or cancellation approval

### **4. CANCELLATION BY LALOR NEIGHBOURHOOD HOUSE**

LNH reserves the right to cancel any booking at its sole discretion, including but not limited to:

- Safety concerns
- Unforeseen operational requirements
- Breach of terms and conditions

Where LNH cancels a booking:

- A full refund of all hire fees, bonds, and deposits will be provided
- No further compensation or liability will apply

### **5. METHOD OF CANCELLATION**

- All cancellations must be submitted in writing (email or official booking system)
- The effective cancellation date is the date written notice is received by LNH

### **6. RELATED POLICIES**

This policy should be read in conjunction with:

- Terms and Conditions – Room and Event Hire Policy
- Room and Event Hire Cleaning & Care Policy
- Room and Event Hire Food and Drink Policy
- Room and Event Hire Key and Code Policy