Events Booking & Cancellation Policy

Choice Wellbeing Service CIC

Website: www.choicewellbeingservice.org
Last Updated: November 2026
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Status: Approved

1. Introduction

At Choice Wellbeing Service CIC, we aim to provide welcoming, accessible and inclusive events, workshops, training sessions and activities for parent carers, practitioners and the wider communities we support.

We understand that circumstances can change, particularly for families managing caring responsibilities, health needs and unexpected challenges.

This policy explains how to book, manage and cancel places at Choice events, helping us ensure that spaces are used fairly and that as many people as possible can benefit from our activities.

Our approach is based on understanding, flexibility and mutual respect.

Built around you, empowered by choice.

2. Booking an Event

Most Choice events can be booked through our website using the Wix Events booking system.

Some events may require individuals to create or sign in to a Choice website member account before booking.

When making a booking, attendees may be asked to provide information such as:

- Their name and contact details.
- The number of places required.
- Whether they are attending as a parent carer, practitioner or another eligible participant.
- Any relevant accessibility or support requirements.
- Other information reasonably necessary to manage the event.

We ask attendees to provide accurate information so that we can manage bookings and communicate relevant event details.

A booking is confirmed when the relevant confirmation is issued, subject to any eligibility, payment or approval conditions stated for the event.

3. Event Eligibility

Some Choice events are designed for particular groups, including:

- Parent carers.
- Practitioners.
- Children and young people.
- Families.
- Individuals accessing specific Choice services.

Where eligibility requirements apply, these will be explained in the event description.

Choice may contact an attendee to clarify eligibility where necessary.

If a booking does not meet the stated requirements, we may need to decline or cancel the booking. We will aim to explain the reason respectfully and, where appropriate, suggest an alternative opportunity.

4. Event Places and Availability

Places at Choice events may be limited due to room capacity, staffing, accessibility considerations, available resources or the nature of the activity.

We ask attendees to book only the number of places they genuinely require.

Where an event is fully booked, additional places may become available if another attendee cancels.

We encourage attendees who can no longer attend to cancel their booking as soon as reasonably possible so that the space can be offered to someone else.

5. Managing Your Booking

Attendees who have booked through the Choice website can manage eligible bookings through our online booking management page.

Manage My Event Bookings:
www.choicewellbeingservice.org/managemyeventbookings

Depending on the booking and event settings, attendees may be able to:

- View upcoming bookings.
- View previous event bookings.
- Request cancellation of an individual place.
- Request cancellation of an entire booking.

Some booking changes may require review or processing by the Choice team.

If an attendee cannot access their account or experiences difficulty managing a booking, they can contact us for assistance.

6. Cancelling Your Booking

We understand that unexpected circumstances can prevent people from attending events, particularly when balancing caring responsibilities, illness or family commitments.

You do not need to provide a detailed personal explanation when cancelling your place.

We simply ask that you let us know as soon as reasonably possible so that your space can be offered to someone else.

How to Cancel

Attendees can request cancellation through our website:

www.choicewellbeingservice.org/managemyeventbookings

Alternatively, you can email:

contact@choicewellbeingservice.org

Please include the event name and sufficient booking details for us to identify your reservation.

Individual and Group Bookings

Where supported by the booking system, attendees can request cancellation of:

- An individual place within a booking.
- An entire booking.

Cancellation Approval

All cancellation requests are reviewed and approved by a member of the Choice team.

When a cancellation is submitted, the booking will initially display the status **Cancellation Requested**.

Once the request has been reviewed and approved, Choice will update the booking status and manually release the cancelled space so that another person can book it.

Submitting a cancellation request does not automatically release the reserved space.

We aim to process cancellation requests as promptly as reasonably possible.

If you experience difficulties cancelling online, please contact our team for assistance.

7. Non-Attendance

We recognise that there may be occasions when someone is unable to notify us before an event.

We will approach non-attendance with understanding and will not automatically assume that someone has deliberately failed to attend.

However, repeated non-attendance without communication may affect our ability to offer places fairly.

Where a pattern of missed bookings occurs, Choice may contact the individual to understand whether additional support, adjustments or a different booking arrangement would be helpful.

Any decisions about future bookings will be considered fairly and proportionately, taking individual circumstances into account.

8. Changes or Cancellations by Choice

Occasionally, Choice may need to change, postpone or cancel an event.

Reasons may include:

- Staff or facilitator illness.
- Unexpected building or accessibility issues.
- Insufficient attendance.
- Severe weather or travel disruption.
- Safeguarding or health and safety concerns.
- Circumstances outside our reasonable control.

Where possible, we will contact booked attendees using the details provided.

If an event is cancelled, we will aim to provide information about alternative dates or arrangements where available.

For paid events, any applicable refund or rescheduling rights will be respected.

Choice is not generally responsible for attendees' independently arranged travel or other personal expenses, except where liability cannot lawfully be excluded.

9. Paid Events and Refunds

Many Choice events are provided free of charge.

Where an event has a fee, the cost and relevant payment arrangements will be clearly explained before booking.

Any event-specific cancellation or refund conditions will be communicated before payment.

Refund requests will be considered in accordance with the applicable booking terms and relevant consumer law.

Some events or services booked for a specific date may be subject to different statutory cancellation rules from ordinary online purchases.

Nothing in this policy removes or limits an attendee's statutory rights.

10. Accessibility and Additional Support

Choice is committed to providing accessible and inclusive opportunities.

We recognise that individuals may have different physical, sensory, communication, learning or support needs.

If an attendee requires reasonable adjustments or additional information before attending, we encourage them to contact us.

Where reasonably practicable, we will work with individuals to identify appropriate arrangements.

We also recognise that circumstances may change after a booking has been made.

Attendees are welcome to contact us if they need to discuss whether an event remains suitable for their circumstances.

11. Children and Young People

Some Choice events may be designed for children, young people or families.

Where applicable, event descriptions will explain:

- Age or eligibility requirements.
- Whether a parent carer or responsible adult must remain present.
- Any relevant supervision arrangements.
- Information attendees need to know before participating.

Unless explicitly stated otherwise, booking a place at a family activity does not mean that Choice is assuming responsibility for supervising a child independently of their parent carer or responsible adult.

All participants must follow relevant safeguarding and safety arrangements.

12. Respectful Participation

We want Choice events to feel welcoming, safe and supportive.

We ask attendees to treat staff, practitioners, volunteers and other participants with dignity and respect.

Discriminatory, threatening, abusive or harassing behaviour will not be accepted.

Where concerns arise, Choice may take appropriate and proportionate action to protect the safety and wellbeing of those attending.

This may include asking an individual to leave an activity or reviewing their participation in future events.

13. Privacy and Personal Information

Information collected during event bookings will be used for purposes such as:

- Managing attendance and available places.
- Sending booking confirmations and event information.
- Communicating relevant changes or cancellations.
- Considering accessibility or support requirements.
- Meeting appropriate safeguarding and organisational responsibilities.

Personal information will be handled in accordance with Choice's Privacy Policy and applicable data protection legislation.

We ask attendees not to include unnecessary sensitive personal information when making a booking.

14. Feedback and Concerns

We welcome feedback about our events and booking arrangements.

If an attendee experiences difficulty with a booking, cancellation, accessibility or event experience, we encourage them to contact us.

Formal concerns or complaints will be managed in accordance with Choice's Complaints Procedure.

We aim to respond fairly, respectfully and constructively.

15. Contact Us

For assistance with bookings, cancellations or event information, please contact:

Choice Wellbeing Service CIC

Email: contact@choicewellbeingservice.org

Website: www.choicewellbeingservice.org

Manage My Event Bookings:
www.choicewellbeingservice.org/managemyeventbookings

16. Policy Review

This policy will be reviewed annually or sooner where significant changes occur to our events, booking arrangements or relevant legal requirements.

We will update the policy where necessary to ensure it reflects how our services operate.

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