**Cancellation Policy for Nutley Edge Activity Breaks**

Full payment is due within 28 days of the invoice being received to secure a place on the activity break that has been chosen. A deposit or instalments can be arranged if this best suits the individual’s financial needs under unique circumstances.

Cancellation requests will only be accepted in writing and should be made at least 28 days before the date of the break.

If this cancellation request is made less than 28 days before the activity break then rescheduling a break or a refund may not be possible due to accommodation, travel, food, staffing and activities having already been booked and paid for.

If we are able to fill the space with less than 28 days’ notice then the individual can reschedule on a future break. A refund will only be considered if the original space has been filled and no alternative break is suitable.

This applies to all cancellations including sickness and Covid.

Outward are a charity and do not make a profit, we fundraise to ensure our costs are met and therefore do not have the capacity to cover these losses.

We encourage guests to consider taking out cancellation insurance.

**How to Pay**

The invoice will either be emailed or posted to the individual and it can be paid via cheque, bank transfer or over the phone. Bank details and a contact phone number to our finance team will be on the invoice and we ask that individuals use the reference number on the invoice when paying, so we know who the payment relates to.