**CI Adventures Cancellation Policy**

CI Adventures programmes are tailored to the individual or group, as such each is unique and requires an amount of planning and administration, earmarking equipment, booking employees, securing freelance staff and reserving venues. This process begins some time before any booking, as such this cancellation policy attempts to reflect the work undertaken in the event of a client cancellation whilst having regard to the continued support of any client.

Every attempt will be made to redeploy employees to other work, cancel freelancers with the minimum cost possible and attempt to recover venue/equipment deposits.

**Cancellations by you or your organisation**

Cancellations made more than one month before the start of the programme will be invoiced at an amount to cover costs incurred to a maximum of 10% of the programme cost.

Cancellations less than one month before the start of the programme will incur a fee up to the full amount of the programme.

Postponement of any booking will be treated in the same manner as a cancellation.

**Cancellations by CI Adventures**

In the unlikely event that CI Adventures has to cancel a booking we will attempt to reschedule it to suitable dates. If this is not possible CI Adventures will refund the whole of the monies paid by you or your organisation for the booking. CI Adventures cannot be held responsible for any costs incurred by you or your organisation resulting from the cancellation.

**Cancellations outside the control of you or your organisation or CI Adventures**

In the event that your booking is cancelled because of natural disasters, extreme weather or government directive/legislation there may be a cancellation fee to cover costs incurred by CI Adventures which may be, in extraordinary circumstances, up to the full programme cost.

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