

## Cancellation & Contingency

- ▶ In the case of extreme weather and no suitable alternative venue being available (Please see adverse weather for more details) MIH may need to cancel programmes/activities at short notice. Where possible, these will be rescheduled.
- ▶ In the case of an MIH lead/tutor being unwell every effort will be made to seek replacement staff or to re-arrange for the next suitable date available.
- ▶ In the case of the premises being deemed unsafe for any reason a member of the MIH team will contact all relevant parties and explain the reason for closure..
- ▶ Where groups cancel their pre booked programme/activity less than a week in advance, MIH will make new arrangements if possible. Where it is not possible to reschedule, the group is liable to be charged for the sessions missed.
- ▶ In the event of MIH having to cancel a booked programme/activity the group lead will contact the necessary parties and inform them of the decision.
- ▶ A member of the MIH team will contact schools, parents and Carers of any participants via email and phone as soon as possible to inform of closure or alternative location details.

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Managing Director:

Donna McLean