



# BOOKING, WAITLIST, CANCELLATION AND NO-SHOW PROCEDURE

Karratha Community House (Inc) (KCH) aims to have booking and waitlist processes that are clear and consistent. We also recognise that plans change, and clients may need to cancel programs or may not attend a program booking without providing due notice. Likewise, there may be circumstances under which KCH needs to cancel programs, events, and/or venue hire bookings. This procedure details the processes surrounding these bookings, waitlists, cancellations and no-shows, including the payment of any applicable refunds or absence fees.

## PURPOSE

This procedure defines the processes for bookings, waitlist management, cancellations and no-shows. The procedure aims to achieve a fair balance between client credits, refunds and absence fees, and the opportunity costs to KCH associated with late cancellations and absences. As block bookings are more difficult for KCH to fill places mid-term, this has been considered in the weighting of credits and absence fees for block bookings.

## SCOPE

This Procedure covers all paid KCH programs and events.

## DEFINITIONS

**Client cancellations:** Those instances when a client advises KCH (by phone, email or in person) in advance of one or more absences to single or block bookings. Notification must be received with at least 48 hours' notice prior to the scheduled start time of the program booking, within office hours (e.g. for a booking for a program commencing at 9am on a Monday, KCH must be advised by 9am on the Thursday before that booking in order for this to be considered a cancellation and not a no-show).

**Note:** Cancellation of a block booking means you relinquish your permanent booking in that program. For example, if you cancel your child's Ready, Set, School booking, their enrolment in that program ceases. If you wish for your child to resume Ready, Set, School, they will need to be re-enrolled, and will be subject to availability (or if all classes are full, they will be placed on a waitlist). See also:

**Pausing a block booking.**

**Credit:** Addition of an amount of money to a client's KCH account. This credit may be used for the payment of future KCH programs.

**No-shows:** Those instances where a client either (a) does not advise KCH of non-attendance at a booked program, or (b) provides less than 48 hours' notice to KCH prior to the scheduled start time of a program booking.

**Pausing a block booking:** An option available to families when there is a planned extended absence from a block-booked program that they plan to return to and do not want to lose their "spot".

**Bookings made without pre-payment:** Those extenuating instances when a program is booked in advance, but payment is given on the day of attendance.

Document number	CL10	Version	2.1
Reviewed by	Elise Gore	Review Date	14/02/2023
Responsible person	KCH Treasurer	Scheduled review date	14/02/2025



**Pre-paid bookings:** Those instances when payment is made prior to the day of scheduled attendance.

**Program/event cancellation:** Those instances when KCH cancels a program or event.

**Refund:** Repayment of funds. Funds will be returned in the same form as the original payment was made (e.g. cash will be refunded in cash, EFT payment will be refunded by EFT). Please note that it may take up to 7 business days for electronic payments for the funds to arrive in the client's bank account.

## BOOKINGS

Bookings shall be made via the following methods:

- **Ready, Set, School:** Submission of the *Ready, Set, School Enrolment Form* (available from the KCH office). Payments may be made:
  - For the **full term in advance** (with a 10% discount applied). Payment must be made prior to the first session of each term in order to receive the 10% discount; or
  - Via a **payment plan** (in three instalments per term, no discount applied). If the payment plan is selected, payments must be made within the 14-day payment term specified on the invoice. KCH reserves the right to cancel your spot if payments are not made within the payment term.

Once a member has committed to the term, the full term must be paid for using one of the above options, regardless of whether the child is absent from any sessions.

- **All other programs:** Via the Enrolmy website. In circumstances where bookings and/or payments cannot be made via Enrolmy (e.g. system outages), members may contact the office via phone or email, and a payment will be taken over the phone. Wherever possible, payments shall be made at the time of booking. A place in the program is not confirmed until payment is made.

Current financial **membership to KCH** and a **completed safety form must be in place** in order to attend any program.

Parents and caregivers are welcome to bring a child/ren from other families, to our family-based programs. In this instance, the additional children:

- Must be from a family with a current KCH membership;
- Must have a safety form completed in Enrolmy, which lists the adult who will be supervising their child as someone who is authorised to pick them up; and
- Are required to pay the program fee.

**Example:** Sam regularly brings her own children to Coffee and Craft. On one occasion, her friend, Tom, asks Sam to take Tom's child, Ava, along with her. Tom must ensure that Ava is booked into the program on Enrolmy and pay the program fee. Sam must be listed on Ava's safety form as someone who is authorised to pick Ava up.

**Note:** Children living under the same roof are considered "family" for the purposes of this procedure and KCH's "per family" program fees.

Document number	CL10	Version	2.1
Reviewed by	Elise Gore	Review Date	14/02/2023
Responsible person	KCH Treasurer	Scheduled review date	14/02/2025



## PROGRAM WAITLISTS

If a member wishes to attend a program that is already fully booked, their name will be added to a waitlist for that program.

The time and date of request shall be noted on the waitlist. When a vacancy becomes available, the member on the waitlist with the earliest request date and time will be contacted first.

If, in the instance of a program that runs on more than one weekday (e.g. Ready, Set, School), the person at the top of the waitlist does not want to take up the specific day that has become available, then the next person on the waitlist will be offered the place. The person at the top of the waitlist will remain at the top unless otherwise advised, and will be contacted first if any other days become available.

Waitlisted members will be contacted by KCH towards the end of each term, to confirm if they wish to remain on the waitlist.

## PROGRAM/EVENT CANCELLATION

If KCH cancels a program or a series of programs, any pre-paid bookings for that program or programs will be credited to the member's KCH account.

If KCH cancels a KCH-run event or venue hire booking within our facilities, all ticket costs and booking costs (respectively) made prior to the notice of cancellation will be refunded.

## NO SHOWS

No-shows are not eligible for any refund of pre-paid program fees. Where a booking was made without payment and the client is a no-show, the client is still required to pay the full session fee for the missed program. An invoice will be issued for payment and no further bookings for programs can be secured until the invoice is settled.

## CANCELLATIONS OF PRE-PAID BOOKINGS

When notification of cancellation is given with at least 48 hours' notice (as per the definition of "Cancellation" above), the value of the credit to be applied to the account of the client who has pre-paid is stipulated in Table 1.

If the original booking was made via Enrolmy, the cancellation can also be done via Enrolmy and a credit will be applied to the member's account with KCH.

Cancellations and requests for credit for bookings made through any other avenue shall be given in writing to KCH and shall be executed by KCH within 2 business days of the request being received.

Document number	CL10	Version	2.1
Reviewed by	Elise Gore	Review Date	14/02/2023
Responsible person	KCH Treasurer	Scheduled review date	14/02/2025



**Table 1: Program booking refund rates**

What is being cancelled?	Eligibility for credit to the member's KCH account
KCH membership	No refund or credit
Single session booking	100% credit
Block booking (including Ready, Set School)	No refund or credit
Event booking	No refund or credit – but you may gift or on-sell your ticket to someone else
Venue hire	Up to and including 7 days' notice: No refund or credit. More than 7 days' notice: 50% refund or credit.

## CANCELLATIONS OF BOOKINGS MADE WITHOUT PRE-PAYMENT

When notice of cancellation is given with at least 48 hours' notice (as per the definition of "Cancellation" above) for a program booking that was made without pre-payment, the value of the absence fee required to be paid to KCH is detailed in Table 2.

Client payment upon cancellation is requested. Where this is not possible, and invoice will be issued to the client by KCH, using KCH's standard invoice terms.

**Table 2: Absence fees for programs booked without pre-payment**

What is being cancelled?	Absence fee
Single session booking	No absence fee (so long as 48 hours' notice is given)
Block booking	100% of session fee

**Example 2:** Kate has a booking for her daughter, Charlotte, for Playtime on Friday, but wasn't able to pay online, and was intending to pay when she dropped Charlotte off. Charlotte comes down with a cold on Wednesday afternoon, so Kate calls KCH to advise that Charlotte will not be attending on the Friday. Kate is still required to pay the full session fee for this missed class, as an "absence fee", as she has not given 48 hours' notice.

## PAUSING A BLOCK BOOKING

If a family has a planned extended absence from a program but wishes to hold their place in that program when they return, they may pause the booking. The program still needs to be booked and paid for in advance to ensure their place is held.

The client is not entitled to any refund or credit when a block booking is paused.

**Example 3:** Kate's daughter Charlotte is enrolled in Ready, Set, School on Tuesdays. Kate's family is planning an extended holiday through half of term 2, but still wants Charlotte to return to Ready, Set, School when they return in term 3. Knowing that Ready, Set, School is fully booked and not wanting to lose Charlotte's place, Kate opts to "pause" the booking, so still pays the full term 2 fees in advance (and gains the pre-paid 10% discount), but is not entitled to any credit for the weeks that Charlotte is absent. Charlotte's spot in Tuesday's Ready, Set, School class is then held for her.

Document number	CL10	Version	2.1
Reviewed by	Elise Gore	Review Date	14/02/2023
Responsible person	KCH Treasurer	Scheduled review date	14/02/2025



Document Number		CL10	MODERATE RISK: Review every 2 years	Responsible Person	KCH Treasurer	
Version	Reviewed by	Changes Made		Review Date	Approved By	Next Review Date
1.0	Elise Gore	Procedure created.		24/05/2020	KCH Board	24/05/2022
1.1	Elise Gore	Updated to include Ready, Set, School. Updated Example 2 to be relevant to current timetable.		20/01/2021	KCH Chairperson	20/01/2023
2.0	KCH Board	Included booking, waitlist and "pausing" processes. Replaced pay-as-you-go with payment plan option for RSS. Removed credit for block booking cancellations > 7days. Clarified requirement to pay at time of booking.		14/06/2021	KCH Board	14/06/2023
2.1	Elise Gore	Replaced Mindbody with Enrolmy. Added clarification on families bringing additional children.		14/02/2023	KCH Board	14/02/2025

Document number	CL10	Version	2.1
Reviewed by	Elise Gore	Review Date	14/02/2023
Responsible person	KCH Treasurer	Scheduled review date	14/02/2025