



People Power Science CIC Ltd (trading as The Rock Pool Project) – Event Cancellation Policy

The purpose of this policy is:

- To outline the terms and conditions relating to the cancellation of events by:
 - People Power Science CIC Ltd
 - Individuals (i.e. ticket refund requests)
 - Organisations who have booked People Power Science CIC Ltd to provide an event or multiple events

Events cancelled by People Power Science CIC Ltd:

- In the event that People Power Science CIC Ltd must cancel an event due to unforeseen circumstances, all customers will have the option of re-booking on another date, subject to availability, or a full refund.
- Events can occasionally be cancelled at short notice, in particular, due to seriously adverse weather conditions.
- In most cases, events will continue to run in rainy and/or windy conditions and customers are therefore required to wear suitable clothing for these conditions.
- Where possible, People Power Science CIC Ltd will attempt to rearrange events, including considering indoor based options, in order to avoid cancelling events.

Cancellation & rebooking by individuals

- Individuals can receive full refunds or free rebooking, up to seven days before your event start date - no questions asked.
- Rebooking and refund requests made within seven days of the event will not be accepted.
- All cancellation requests must be made in writing to info@therockpoolproject.co.uk, or through the Rock Pool Project Beyond booking system.

Cancellation of events booked by external organisations:

- Events booked by third party organisations can be cancelled or rebooked free of charge up to seven days prior to the event. Any payment already received for events cancelled in this way will be refunded in full.
- No refund or rebooking can be provided within seven days of the event date.

Signed:

Date:18th May 2021