

Denstone Village Hall (DVH)

Cancellation Policy



Denstone Village Hall (DVH) is a hireable community asset run by members of the community for the benefit of the community, aiming to make enough money both to cover costs and to be able to continue to develop the Hall.

Its Management Committee welcomes bookings from hirers (you) and aims to ensure that you have the best experience here.

Our Cancellation Policy seeks to make sure that, if DVH or you cancel a booking in advance, that neither you nor DVH suffer unfair financial loss.

GENERAL CANCELLATION INFORMATION

If DVH has to cancel your booking for any reason: you will be notified of this as soon as possible so you can let attendees know.

If you cancel a booking for any reason: you should let the Booking Secretary know the dates the hall will not be required as soon as possible.

In the event of cancellation due to adverse weather immediately before a hire, DVH will normally waive the further charge.

DVH will make the final decision on any dispute arising as a result of this policy, with regard to fairness and good community relations.

SINGLE EVENT CANCELLATIONS

If DVH has to cancel your single event booking for any reason:

1. DVH will refund any booking deposit
2. DVH will offer you an alternative booking at a reduced rate
3. In exceptional circumstances DVH may have to cancel your booking at very short notice, e.g., due to fire, flood, electric or water supply problems or other unforeseen circumstances. In this event DVH will make every effort to let you know in advance and will offer you an alternative booking at a reduced rate

If you cancel a single event booking for any reason:

1. Bookings will only be accepted subject to agreement of this Cancellation Policy which is confirmed by signing your Booking Form.
2. DVH will not refund booking deposits for cancelled events.
3. DVH will not charge a further hire fee when you give notification of the cancellation one calendar month or more prior to the hire.
4. DVH will charge 50% of the balance when you cancel between one month and two weeks before the event.
5. DVH will charge 100% of the balance when you cancel less than two weeks before the event.

REGULAR USER CANCELLATIONS

Cancellation by users with on-going bookings will be viewed sympathetically by DVH Management Committee. However it reserves the right to offer pre-booked sessions to others if the cancellation is protracted.

Regular users should inform the Bookings Secretary of changes to requirements as soon as possible to avoid charging errors and to allow opportunity for other users to book.