

'Non-attendance'" policy for the Holiday Activity and Food (HAF) programme in Bath and North East Somerset – Activate your holiday

We appreciate that plans can change and there may be times when a child/young person can't attend. If a child/young person can no longer attend a session, please cancel their place/s giving as much notice as possible, preferably 48 hours.

To cancel a booked session, please contact the HAF club provider by telephone or email. Contact details can be found here <https://we-activate.co.uk/activate-your-holiday/> or e-mail HAF@we-actviate.co.uk

When a session is cancelled, this allows another child/young person the chance to attend instead and benefit from free holiday activity.

Although HAF sessions are free to eligible families, if a child/young person does not turn up, it means that other eligible children are missing out on their opportunity to attend a club and receive a hot meal. Therefore, **please only book a child/young person onto the days they can attend.**

Secondary / Teenage Trips

If a child/young person does not attend two or more booked trips (e.g Bowling, water park, theme park) **over one holiday period** (e.g Easter, Summer, Winter) **and their place is not cancelled in advance, providers reserve the right to cancel all future bookings for the remainder of that holiday period.**

You will be able to make trip bookings for the young person for **the next holiday period** the HAF Programme is running.

You will be notified in writing, via the email address you used to book, of any cancellations that are made by the provider due to non-attendance.