

MARSTON MONTGOMERY VILLAGE HALL (MMVH) CANCELLATION POLICY

Marston Montgomery Village Hall is a new facility run by a charitable organisation. Its purpose is to benefit the community, but also aims to make enough money to cover costs.

Its Management Committee welcomes bookings and will endeavour to provide you, the hirer, with a straightforward experience.

The cancellation policy is put in place to ensure neither party will suffer unfair financial loss if either cancel a booking in advance.

CANCELLATION INFORMATION

If MMVH has to cancel your booking for any reason you will be notified as soon as possible.

If you need to cancel a booking for any reason you should inform the Booking Secretary as soon as possible.

In the event of adverse weather conditions immediately before hire, fees will be refunded at the discretion of the Management Committee.

The Committee will not be liable to the hirer for any resulting direct or indirect loss or damages whatsoever as a result of cancellation.

MMVH 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 the hirer (you) cancels a single event booking for any reason:

More than 4 weeks before the event no refund of the deposit will be paid.

Less than 4 weeks before the event no refund of monies paid will be made.

Non payment of the balance 4 weeks prior to the event will result in the booking being cancelled and the deposit being retained.

If MMVH cancels a single event booking for any reason:

MMVH will refund any monies paid.

MMVH will offer you an alternative booking date at a reduced rate.

If MMVH cancel your booking at very short notice due to exceptional situations e.g. fire, flood, water or electric supply issues or any other unforeseen circumstances, every effort will be made to inform you and you will be offered an alternative date at a reduced rate.

REGULAR USER CANCELLATIONS

MMVH Management Committee will view cancellations by regular users sympathetically. However, it reserves the right to offer reserved booking dates to others if the cancellation is protracted.

The Booking Secretary should be informed as soon as possible of any changes in requirements to avoid charges and to allow other users to book.