



Charity number 1197599

Cancellation Policy for Brereton Big Local CIO (events)

Introduction

In exceptional circumstances Brereton Big Local CIO may be required to cancel a planned event. Brereton Big Local CIO would endeavour to host a planned event, and take all possible steps to make this happen, however, there may be unforeseen circumstances where Brereton Big Local CIO would be required to cancel. This policy outlines examples of incidents that may cause such a closure and the procedures in place due to any unforeseen circumstances.

Examples of event cancellation

Health and Safety of all our residents, attendees, volunteers, event organisers and stall holders is paramount. Below are examples as to why an event would be required to be cancelled.

- Government direction
- Discovery of dangerous structural damage
- Burst water pipe.
- Fire
- Bomb scare/ terrorist threat
- Death of volunteer, marshal, event organiser, attendee, or stall holder
- Serious accident or illness outbreak (Public Health direction)
- Serious assault on volunteer, marshal, event organiser, attendee, or stall holder
- Not enough marshals or volunteers in attendance to ensure all health and safety policy and procedures can be addressed.

Many of Brereton Big Local CIO events are held outdoors, in this instance weather may a contributing factor to the cancellation of an event. This may include:

- Flooding
- Severe weather conditions causing 'risk to life'.

Brereton Big Local CIO Cancellation Procedures.

Brereton Big Local CIO would endeavour to provide as much notice when cancelling an event.

- All event stall holders would be contacted via email or phone call by event organisers and all monies refunded.
- All volunteers/marshals would be contacted via e-mail or phone call by event organisers or volunteer co-ordinator once confirmation of cancellation.
- All booked attendees via e-mail or phone call by event organisers or volunteer co-ordinator once confirmation of cancellation.
- All public and residents would be informed by Brereton Big Local CIO Social Media pages and, where safely possible, by signage at the event.

If the cancellation of an event was required during the taking place of an event, then emergency procedures would be followed in line with the Brereton Big Local CIO Event Health and Safety policy and the Brereton Big Local CIO Fire Safety Policy. In this instance, all stall holders would receive a full refund.