

Attendance and Cancellation Policy

Commitment to a Full Term

To provide a consistent, high-quality experience for all participants, places at Make/Sense Theatre assemblies and creative programmes are booked on a **full-term basis**.

When a place is accepted, we reserve staffing, venue capacity, resources and support arrangements for that participant for the entire term. We also make contractual commitments to our team of artists, facilitators and support staff to ensure continuity and familiarity for attendees.

For these reasons, we are unable to offer individual session bookings or pay-as-you-go attendance.

Cancellations and Refunds

Once a place has been booked and the term has commenced, fees are non-refundable and there is no option to cancel individual sessions.

This includes circumstances where a participant:

- Chooses not to attend a particular session;
- Is absent due to holidays or social commitments;
- Misses sessions through occasional illness;
- Is unable to attend for part of the term.

As staffing and operational costs remain unchanged whether a participant attends or not, refunds or credits cannot be provided for individual missed sessions.

Exceptional Circumstances

We understand that unforeseen circumstances can arise and aim to approach these situations with fairness and compassion.

Where a participant becomes unable to attend for the remainder of a term due to:

- A significant illness or injury;
- A substantial change in family circumstances;
- Other exceptional circumstances beyond the family's control;

parents and carers may contact us to discuss the situation.

Any request for a refund, credit or adjustment will be considered on a case-by-case basis at the discretion of Make/Sense Theatre.

Supporting information may be requested where appropriate.

Process for Refunds and Credits

Where a refund or account credit has been agreed, this will be processed through our booking platform, Pembee. Refunds issued via Stripe are subject to an admin fee of £1.50. Where account credit is issued, the full amount will be credited.

Why We Have This Policy

Our programmes are designed around consistency, routine and trusted relationships. Maintaining stable staffing enables us to provide safe, high-quality support and creative opportunities for all participants.

By booking a place for a full term, families help us to:

- Maintain consistent staffing teams;
- Avoid cancelling staff shifts at short notice;
- Plan safely and effectively for participants' needs;
- Keep programmes financially sustainable;
- Provide continuity of support and relationships throughout the term.

We appreciate families' understanding and support in helping us deliver a reliable and consistent service for everyone involved.

Cancellation of sessions by Make/Sense Theatre CIO

In the unlikely event that a session has to be cancelled by us, the following options will be offered:

- An alternative session in lieu of the cancelled session;
- OR, a full refund or account credit on Pembee (no admin fee applied)

Date Reviewed: 8/10/26

Next Review Due: 8/10/27

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