



Service Delivery Cancellation and No-Show Policy

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1. Introduction

1.1 Policy Summary

This policy outlines the organisations approach to the cancellation of booked sessions and repeated low attendance or no shows.

1.2 Policy Scope

This policy is relevant to all users, parents/guardians and carers and anyone who accesses SensationALL's services.

1.3 SensationALL Service Delivery Standards

SensationALL aims to support the needs of neurodivergent individuals and those with additional or multiple support needs and their families by providing suitable, safe, and accommodating facilities and activities for them. We provide supportive advisory services.

SensationALL commits to empowering families, by providing knowledge and information as well as emotional support so they feel better able to self-manage their condition, make choices and promote user independence thus allowing them to explore their potential.

SensationALL do this by offering bookable spaces in a variety of sessions including one off, regular and "lifetime" groups specific to age and needs, designed to support social and emotional development.

Service users have the right to dignity, equality, and confidentiality in all areas of interaction with us and will be given the opportunity to participate fully in the community supported by SensationALL staff and volunteers, incorporating.

- Choice
- Dignity
- Safety
- Equality
- Promoting Potential & Independence
- Participation in Communities
- Confidentiality

For more information on how we do this, please see our standalone Service Delivery Standards Policy.

1.4 How SensationALL is funded

It is our aim to provide tailored services without an expensive entry fee as we believe all people, regardless of condition should have access to appropriate social experiences and specialist support that meets their needs. Therefore, SensationALL was set up as a registered Scottish Charity and does not make profits from our activities.

We are wholly reliant on funding from grant giving organisations and donations from corporate and individual supporters in order to cover the main costs of service delivery. These financial contributions enable us to heavily subsidise the attendance fees that service users pay.

2. Cancellations

2.1 Cancellation Policy

As of 1st November 2024, SensationALL will no longer be able to offer a full refund when you cancel attendance at any of our services with an associated fee, regardless of the notice given.

This is due to several factors:

- As a self-funding charity which receives no consistent local authority or government funding, we cannot afford to cover the cost of empty places in sessions.
- Overhead and core costs have significantly increased in recent years' (building costs, energy prices and National Insurance contributions).
- Despite high demand for our services, spaces cancelled at short notice often cannot be filled.
- Staffing and resources have been planned and purchased for a full group, some of these costs or resources may go to waste or be unrecoverable.

These factors combined have placed increasing pressure on the Charity, inhibiting our ability to interact with more people and meet the growing demand for spaces in our groups and sessions.

As of 1st November 2024, your booked session fee will be payable, whether or not you attend.

No refunds will be given however, in mitigating circumstances we may be able to offer a transfer or change of session time/date, but this at our discretion and must be discussed in advance and confirmation given in writing.

We reserve the right to deny changes to bookings if no further spaces are available or if the alternative service is not appropriate for the attendee.

If SensationALL need to cancel a session due to issues outside of our control (such as staff illness or extreme weather conditions) we will contact you immediately, and you will NOT be charged for the session, or if you have already paid, you will be offered credit towards another session. If a cancelled session is unable to be rescheduled, you will then be offered a refund.

3. Low attendance and no-shows

3.1 Low attendance of 'lifetime' places

SensationALL operates a unique service provision, whereby some of our social groups operate on a 'lifetime' offering, i.e. once you have a place in a particular group it is yours for as long as you need it or until you transfer to another group.

This is because we understand the importance regular social opportunities have in providing continuity and security through consistent interactions.

When we experience repeated "no shows" to sessions (with or without any prior communication) due to the 'lifetime' format, we cannot offer the place to another registered user despite having people on waiting lists.

We completely understand that you may not be able to attend every session due to holidays, illness, or general life events, but we need to better manage this, so that places no longer required can be reallocated to those on waiting lists.

As of 1st November 2024, the following process will be implemented within all 'lifetime' sessions:

- If you do not attend 2 sessions (non-consecutively) without prior notice or communication, we will contact you to confirm whether you are returning and notify you that your place is at risk if you do not make further contact with us to discuss.
- If you do not attend 3 sessions (non-consecutively) without prior notice or communication, we will notify you that you will be removed from the group unless you contact us within 7 days to discuss.
- If we receive no response or communication to the above, you will be notified by email of termination of your space which will be effective immediately.
- If you are unable to continuously attend or repeatedly miss sessions even with prior communication, our team will discuss with you if the service is still appropriate and where possible will offer an alternative. If a suitable alternative cannot be found, SensationALL reserves the right to terminate your space within the group if you have had more than 5 missed sessions (since your start date).