

Pool Party Private Hire – Refund & Cancellation Policy

1. Booking Confirmation

A Pool Party Private Hire booking is considered confirmed once full payment has been received. By completing the booking, the hirer agrees to all terms outlined in this Refund & Cancellation Policy.

2. No-Refund Policy

Once a booking is confirmed, **no refunds will be issued**. This includes situations where the hirer decides to cancel, change the date, or is unable to attend for any reason.

3. Extenuating Circumstances

Refunds may be considered **only in exceptional or extenuating circumstances** at the discretion of the Heckington Community Swimming Pool Committee.

Examples may include:

- A serious medical emergency affecting the hirer or immediate family.
- A significant and unexpected life event preventing the use of the booking.

Evidence may be requested to support any claim under extenuating circumstances.

Approval of refunds in these cases is **not guaranteed** and will be assessed individually by the Committee.

4. Cancellation by Heckington Community Swimming Pool

If the Heckington Community Swimming Pool Committee must cancel a private hire booking due to **unforeseen circumstances**—including but not limited to:

- Severe weather conditions
- Staffing shortages
- Technical or maintenance issues
- Any safety-related concern

—then a **full refund** will be issued, or the hirer may be offered an alternative date where possible.

5. Rescheduling

Rescheduling a booking is treated the same as cancellation. Once a booking is confirmed, date changes are **not guaranteed** and will only be considered in the same way as extenuating circumstances.

6. Agreement

By securing a private hire booking, the hirer confirms that they have read, understood, and agreed to this Refund & Cancellation Policy.