HARLANDS EDUCATIONAL TRUST

Failure to Cancel a Booking Policy

Managed by:	Club Manager	**Date:** 02/09/2026
Approved by:	David McKeowm-Webster	
Review cycle	September 2028	
Reviewed by:		

Contents

Why cancellation matters 3

Immediate response to an unexpected absence 3

How to cancel 3

Warnings and booking restrictions 3

Suspension period 3

Exceptional circumstances 3

Related documents 3

Why cancellation matters

Harlands Educational Trust - Explorers has a legal and safeguarding responsibility to establish the whereabouts of every child expected at after-school club. When a booked child does not arrive and no cancellation has been received, staff must treat the absence as potentially serious until the child is confirmed safe.

Immediate response to an unexpected absence

The Missing Child procedure will begin without delay. Once the child's location and safety have been confirmed, the Club Manager will notify the administration team so the uncancelled session can be recorded and the parent or carer can be contacted.

How to cancel

- Use the online account: open Bookings, choose Cancel individual session, select the relevant booking and confirm cancellation.
- Where online access is unavailable, reply to the booking reminder email or contact the administration team using the approved channel.
- A cancellation made after 2.30 pm must also be telephoned to the school office on 01444450782 so the club team can be informed immediately.
- Telling a member of club staff informally at collection is not sufficient unless the change is entered through the booking system or confirmed with the administration team.

Warnings and booking restrictions

Uncancelled sessions will normally remain on record for 12 months. The setting will use the following staged response, although it may move directly to a later stage where the circumstances create a serious safeguarding concern:

1. First occurrence: the Club Manager explains the policy after the child is found, and the office sends written confirmation.
2. Second occurrence: a further discussion and written warning are issued.
3. Third occurrence: the parent or carer receives a final verbal and written warning, with a paper copy available at the club.
4. Fourth occurrence: the permanent booking may be ended on one calendar month's notice and new ad-hoc bookings may be blocked. Another uncancelled session during that notice period may result in immediate termination.

Suspension period

Where the setting applies an account suspension, it will normally last for three calendar months. During that period the parent or carer will not be able to make term-time bookings. Any return to the service will depend on availability and agreement to follow the cancellation process.

Exceptional circumstances

The Club Manager may take genuine emergencies or circumstances outside the parent's control into account. The safeguarding action needed to locate a missing child will still be followed regardless of the reason for the non-cancellation.

Related documents

Missing Child; Arrivals and Departures; Safeguarding Children; Terms and Conditions.