



Cancellation Policy

Cancelling a session

If you wish to cancel your child's place, you must notify the Saturday Respite team at least 24 hours prior to the upcoming session (before 10am Friday). It is essential that you inform us if your child is not attending as we need to know the exact number of young people in order to deploy the correct staff ratio. Also, we may have people on a waiting list and therefore do not want to waste the opportunity for another child to attend.

In the event of an emergency or your child feeling unwell, the 24-hour policy will not apply, however we still kindly request that you contact the Saturday Respite team to let us know that your child will not be attending.

To contact, please either send a text message or make a phone call to the Saturday Respite number.

Cancelling your registration

Parents/carers:

If you no longer require the services of Saturday Respite, please notify the team and you will need to sign a form to confirm your termination. As there is no binding contract, you will not be required to give any notice.

Saturday Respite will remove your child's records 1 month after cancellation, just in case you change your mind in the meantime.

SR Team:

If your child's attendance is inactive for more than 3 months, you will be contacted by the Saturday Respite team to confirm whether you still require our services. We will have no choice but to remove your child's file if no response is given.