**Essex ActivAte 2025**

**Cancellation and No-Show Policy**

During the delivery of Essex ActivAte 2024 we had a fantastic amount of bookings through the Holiday Activities booking platform, however of the spaces booked, we then had just under a third of spaces cancelled last minute or children simply not showing up. This meant that hundreds of eligible children missed out on attending a free Holiday Club and resulted in a large amount of food wastage.

**What to do if you can't attend:**

We appreciate that plans may change and there may be times where your child/ren can’t attend. If this happens, please cancel their place/s and give the holiday club provider as much notice as possible, preferably 48 hours. This allows another child/ren the opportunity to attend the club and benefit from the programme. It is easy to cancel a booking on Holiday Activities, just follow this link to tell you how - Parent FAQ's: <https://help.holidayactivities.com/hc/en-gb/categories/14823946082705-I-m-a-parent>

**New Rules on non-attendance:**

If a child doesn’t attend two or more booked sessions over the holiday period and their place isn’t cancelled in advance, this will result in all of the child’s bookings being cancelled for the remainder of the holiday with that Essex ActivAte Club. This will enable other child/ren to be offered the place(s).

If you have any questions regarding the Essex ActivAte holiday clubs, please contact [haf@activeessex.org](mailto:haf@activeessex.org)