

## **Cancellation policy**

HBSSC requires notice of a cancellation of a facility booking.

**Block rentals** (e.g. bookings for a complete weekend or for a specific time for a number of weeks or months):

- Cancellations received prior to 30 days of a booking will be cancelled at no charge.
- Cancellations received after 30 days but within in 2 weeks of a booking will be subject to a 50% cancellation charge.
- Cancellation received with less than two weeks of the booking will be charged at a regular rate.
- If HBSSC is able to resell cancelled time then the time/fee rented will be deducted from the cancellation charge.

**Hourly rentals** (e.g. one individual hour on the field or in the meeting room):

- Cancellations received prior to 7 days of a booking will be cancelled at no charge.
- Cancellation received between 24 hours and 7 days of a booking will be charged at a full rate with the option to reschedule for a new date within 30 days of the original booking.
- Cancellation notices received within less than 24 hour notice will be subject to the full charge and will not receive a refund.

If the facility is closed at the time of your booking for any reason, you can reschedule for a new date within 60 days of the original booking. If no suitable dates are available, you will not be billed or will receive a full refund.

These policies apply regardless of weather conditions and/or ability to arrive at the facility. If the facility is open, your booking is not considered cancelled and payment will be required.