

TOTAL RECREATION NT INC. CANCELLATION POLICY

If you are required to cancel your attendance on a program, please do so as early as practicable to allow staff time to reallocate staff and vehicles.

To cancel please email your Program Lead or contact them by phone on 08 8981 3686 (if for medical reasons please provide supporting documents).

In the event that the following notice is not provided or a member no-shows, Total Recreation is able to charge 100% of the support that would have been delivered.

PROGRAMS	REGULARITY / LENGTH OF PROGRAM	EXAMPLES OF PROGRAMS	NOTICE PERIOD REQUIRED FOR NDIS HOURS NOT TO BE CHARGED	NOTICE PERIOD REQUIRED FOR TRANSPORT NOT TO BE CHARGED	REFUND OF MEMBER PAYMENTS
SOCIALS	One-off social event	Movies & Dinner Dancing & Dinner Bowling & Dinner	2 Full business days	24 Hours	No
TICKETED EVENTS	One-off entertainment/ sporting events	Darwin Festival Events V8 Supercars AFL & NRL Matches Music concerts	2 Full business days	24 Hours	Tickets will only be refunded if another member uses the ticket.
PROGRAM OF SUPPORTS	8-10 Weeks	Sporting Leagues Arts and Photography FREDI Fitness Markets Project & Cooking Youth Holidays Programs	2 Weeks' notice is required to be removed from the program. (Your place will become available to other members).	24 Hours	Members' payments for a program of support and non-refundable
TRAVEL – DAY TRIPS AND WEEKENDERS	1 to 2 Days	Days Trips Weekenders	1 Week (7 days)	All deposits are non-refundable.	Refunds for travel expenses will only be provided if another member takes their place.
TRAVEL – TRAVEL OR SPORTING TRIPS.	3 Days or more	Local trips greater than 2 days Interstate Travel International Travel	1 Month (28 days)	All deposits are non-refundable.	Refunds for travel expenses (flight, accommodation etc.) will equal any refunds provided to TR by airlines, accommodation and/ or any travel insurance claims.

NOTE: If you are on another TR program, for example, travel or sporting trip you will not be charged NDIS costs for programs of support for the period you are away but will be charged member and/ or program costs.

RECORDING: **Black** = Attended & hours recorded (full charge) **RED** = No show or cancelled within 24 hours (full charge) **BLUE** = From another TR program or did not attend with over 24 (full hours charged and one-way transport or no transport charge) **X** = Did not attend - no charge due to being on a TR program, notice and a medical certificate provided.