



The Boardwalk Cancellation Policy

Impact Arts (Projects) Ltd and The Boardwalk are committed to providing high-quality services and facilities for all our clients. To ensure fairness and clarity, we have established the following cancellation policy outlining the terms and conditions for booking cancellations, refunds, and rescheduling. This policy is designed to protect both our clients and our organisation, ensuring that resources are managed effectively and expectations are clear.

Cancellation Policy

In the event of a booking being cancelled by the Renter, Impact Arts (Projects) Ltd will apply the following charges:

- 31–60 calendar days prior to the start of the booking – The Renter shall be liable for 25% of the full hire cost.
- 7–30 calendar days prior to the start of the booking – The Renter shall be liable for 50% of the full hire cost.
- Less than 7 calendar days prior to the start of the booking – The Renter shall be liable for 100% of the full hire cost.
- Due to demand for space in the month of December, cancellations for December bookings made less than 30 calendar days prior to the start of the booking will be liable for 100% of the full cost.

All cancellations must be submitted in writing via email to venuehire@impactarts.co.uk at least 60 days prior to your booking date to avoid any charges.

Impact Arts (Projects) Ltd reserves the right to cancel any booking without obligation or liability and to refuse admission to any person at its discretion.

Additional Clauses

Refunds: Refunds will only be issued in accordance with the cancellation terms outlined above. No refunds will be provided for cancellations made less than 7 days before the booking date.

Rescheduling: Requests to reschedule must be made in writing at least 14 days prior to the booking date. Approval is subject to availability and may incur an administrative fee.



Force Majeure: Impact Arts (Projects) Ltd shall not be liable for any failure to perform its obligations due to circumstances beyond its reasonable control, including but not limited to acts of God, natural disasters, pandemics, or government restrictions.

Version Control			
Version	Author (s)	Date	Changes Undertaken
1	Mairi McLaren	01/12/2025	New policy created