



Non attendance to trips

At a glance

This policy sets a framework for the principles of the expectations of those attending the organised trips as beneficiaries.

Who this policy applies to

This policy applies to all beneficiaries that have been invited to the organised trips offered by Harry's Rainbow.

Policy status

This policy is owned by the Board of Trustees. It is non-contractual and may be updated or changed by the Board at any time. Colleagues are reminded that it is their responsibility to keep up to date with policy changes.

Introduction

This policy details the expectations of those who have committed to attending the organised trips. It is the charity's intention that those who are accessing the trips are able to do so and support them to be able to do so, within reason.

Policy Aims

- To ensure beneficiaries are clear of what to expect from Harry's Rainbow when they are attending a planned, organised trip.
- Beneficiaries are aware of their role and responsibilities when attending an organised trip.
- To ensure fair treatment for all regardless of age, gender identity, race, ability, sexuality, religion or beliefs
- Clarity around the process of communication between the beneficiaries and the charity for the organised trips
- Clear process around non attendance at the organised trips
- To ensure Harry's Rainbow makes the best use of financial support and donations, avoiding unnecessary spend and resources

Expectations of staff

The staff will clearly communicate, predominantly through email, but also by other means if indicated by the families, in good time, the details of the planned trip.



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Deadlines for replies to invites are clearly communicated, and non replies are followed up with a phone call to ensure that all families have had the option of attending if they wish.

Details of the trip will be communicated, again, predominately by email, in good time to allow the families the opportunity to plan their day with us at the organised trip.

Transport is offered by the charity if required, and this is clearly communicated to the families.

The organiser of the trip will ensure that all families have a copy of this policy provided to them when they have confirmed their attendance. Any family that are booking onto a second or third trip with prior non attendance, will be reminded of this policy by the organiser, and the possible outcomes of non attendance at these trips.

Expectations of beneficiaries

To reply to the invite to the organised trip within the timescales outlined.

To communicate to the organiser of the trip if they have confirmed their attendance but due to circumstances are now unable to attend. This will be communicated a minimum of 2 weeks before the planned trip date where possible to allow the organiser to find a family who could attend in their place.

To communicate to the organiser as soon as possible, and preferably before the trip day, if they are unable to make the trip due to illness, circumstances out of their control, or any other last minute issues.

Outcome of non attendance

If the organiser has been informed within the timescales detailed above, there will be no impact on the opportunity to attend future organised trips.

If the family do not attend the trip, and have not informed the organiser of their anticipated absence, this will be noted. If the same family fail to attend two organised trips that they have advised they will be present for, a discussion will take place between them and the organiser of future trips. If they are invited to a third trip and advise they will be present, then fail to attend, the family will be charged the amount that the charity have paid for their tickets, food and anything else that has been provided and paid for, such as presents, photos or souvenirs.



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Approval and Review

This Non attendance to trips Policy was approved at a Board Meeting of the Trustees. It will be reviewed each year thereafter, or more frequently if appropriate.

Signed..... Date.....