

# **Autism Explorers CIC: Bookings, Late Bookings and Payments Policy**

**(Last updated: March 2026)**



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Autism Explorers CIC is a community group within Norfolk providing support for children with SEND and their families through; regular provisions and services such as, Sensory Saturday Stay & Plays that are child-led play, inclusive trips, events and workshops.

### **Bookings, Late Bookings & Payments:**

#### **Bookings:**

All bookings of Autism Explorers CIC provisions and services are to be made via our website: <https://www.autismexplorersnorwich.com>. If you encounter any issues when booking or whilst trying to process payment for your booking, please contact us via email: [helloautismexplorers@gmail.com](mailto:helloautismexplorers@gmail.com) at your earliest convenience.

Spaces are limited and bookings are taken on a first come, first served basis. Payment in full is required to secure your booking and participation.

#### **Late Bookings:**

If a space remains on the day of the provision or service taking place, late bookings may be accepted on a first come first serve basis. Payment in full is required to secure your booking and participation.

#### **Payments:**

Payments are to be made in full at the time of booking, unless previously agreed upon in writing with both parties consenting.

If full payment has not been received within 48 hours of the initial online booking, the space(s) you have booked may be released.

Children under the age of 1 year old are free of charge, and will not need a space booking.

### **Financial Support:**

We are aware and understand that some families may face, or already face financial barriers. There are measures in place to work alongside and support families.

Alternative payment options may include; paying on arrival, funded or discounted spaces and payment plans.

All alternative plans must be agreed upon in writing with both parties consenting, prior to your attendance of our provisions and services.

Financial support will be assessed on a case by case basis, and reviewed one month after the date stated on the financial support agreement.

If you are financial barriers, please contact us in writing about our financial support options.

Contact us via email: [helloautismexplorers@gmail.com](mailto:helloautismexplorers@gmail.com)

### **Changes to our Terms and Conditions & All Other Policies**

Autism Explorers CIC reserves the right to change, amend and update our terms and conditions and policies at any time.

The latest versions of all our policies will be available on our website: <https://www.autismexplorersnorwich.com/> or can be sent via email with written request: [helloautismexplorers@gmail.com](mailto:helloautismexplorers@gmail.com)

By booking and using our services you are agreeing to our terms and conditions.

Last Updated: Thursday 5th March 2026

### **Contact Information**

Email:

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