



The Hive Spaces Cancellation Policy

Cancellation Process:

- a) All cancellations must be made through the skedda.com booking system.
- b) If you are unable to cancel through the system, please contact hello@thehivespaces.com immediately.

Cancellation Timeframes and Refunds

- a) More than 3 days' notice:
 - Full refund of hire fee
 - No cancellation fee applied
- b) 1-3 days' notice:
 - Full hire fee is retained as a credit for use at another time
- c) Less than 24 hours notice:
 - No refund
 - Full hire fee forfeited as a cancellation fee

No-shows

Failure to show up for a booking without prior cancellation will result in the full hire fee being charged; no refund provided.

Extenuating Circumstances

In cases of unexpected illness, emergencies, extreme weather events, or unforeseen circumstances, CUC Southern Shoalhaven (The Hive Spaces) may, at its discretion, offer a full or partial refund. Supporting documentation may be required.

Rescheduling

Rescheduling a booking is treated as a cancellation of the original booking and creation of a new booking. The above cancellation policy applies to the original booking.

CUC Southern Shoalhaven Cancellations

In the rare event that CUC Southern Shoalhaven needs to cancel a booking due to unforeseen circumstances:

- a) We will provide as much notice as possible.
- b) A full refund will be provided.
- c) We will attempt to offer alternative dates or spaces where possible.

Long-term or Recurring Bookings

For long-term or recurring bookings, specific cancellation terms may be negotiated and will be outlined in the booking agreement.

Refund Processing

Refunds, where applicable, will be processed within 10 business days of the cancellation date.

Changes to Policy

This cancellation policy may be updated from time to time. Users will be notified of any significant changes.

By making a booking through skedda.com, users agree to abide by this cancellation policy.

For any questions or concerns regarding cancellations, please email our staff hello@thehivespaces.com