

## **Booking policy**

We understand that participants of Autscope events may have many questions before booking. As our events often have restricted numbers and are generally over subscribed it can help to know in advance about our Terms and Conditions.

### **Our policy is:**

To provide a fair booking policy  
To publicise the existence of our booking policy  
To gather information which helps us to improve what we do

This policy includes information about:

1. The Terms and Conditions
2. Payment
3. Cancellations/Refunds
4. Transfer of places
5. Filling a venue
6. Responsibility
7. Monitoring and Learning

### **I. Terms and Conditions**

#### **Who can book?**

Anybody over the age of 18 may book a place at an Autscope event. You do not have to have a diagnosis of autism. We require that you are aware of, and respect, the fact that this is an autistic organisation, and all its events are therefore autistic space.

*Children and young people* - Unless the event is specifically designated for over 18s children and young people under the age of 18 are welcome to attend with an adult. The adult will be responsible for the child or young person throughout the event, except when they attend a crèche or childcare facility if one is provided at the event. There may also be some content at an event which would be unsuitable for children and young people and age restrictions may apply to those parts.

*Carers/support workers/personal assistants* - Autscope does not provide care or support workers for participants. You are welcome to bring a person for support if you need it. However, please note that Autscope does not offer free places to carers, but we often have a reduced rate for Personal support workers. Before booking a reduced rate Personal support workers place, we ask that you consider the following:

#### **Autscope's position on carers**

Reduced fee Personal support workers places, where available, are only intended for those who attend Autscope only to facilitate an autistic persons attendance. This would normally be a paid support worker or Personal Assistant (PA).

Many of Autscope's participants may have support in daily life; however, Autscope creates space that is centred around the needs of autistic people which often reduces or eliminates the need for

additional support. As a result, many people who may need support in daily life find that they do not need support at Autscope. In addition, venues charge per person for food and accommodation, and as Autscope is entirely funded by participant fees and private donations, Autscope cannot afford to give free places. We understand that some people would not be able to attend Autscope events without any formal support, so when possible we offer subsidised Personal support workers places.

If a carer is participating in the Autscope programme e.g. attending presentations for their own interest, we ask and trust that they pay the full participant rate. Those who come as Personal support workers are still welcome to attend or participate in some activities when they are not needed by the supported individual.

### Journalists and Researchers

We wish to preserve an environment where autistic people are free to be themselves without the feeling of being scrutinised; therefore, we strictly limit the number of individuals attending our events to learn about autistic people. All such activities must be in the interests of autistic people and must be approved in advance by our Board of Directors. If you wish to conduct research or any aspect of journalism eg. Filming, then please contact the board for approval at [www.autscope.org](http://www.autscope.org).

### Accessibility

For further information on accessibility please see the venue information and our Accessibility policy. The registrar can also answer questions if you have specific concerns re accessibility at [www.autscope.org](http://www.autscope.org)

### **How to book**

Booking will always be on-line, and a link will be published on the Autscope website when registration is open. Information about the dates registration opens and closes, along with fees, will also be given at that time.

Information on the type of booking system used for that event e.g. first come first served or booking pool will also be given by the time registration opens.

For popular events which are likely to be over subscribed, Autscope will have a booking system which balances autistic traits such as the need for certainty, difficulty making decisions and the need for support.

For residential events, full details of the types of rooms available and dietary options will be given by the time registration opens.

If you are unable to book on-line, please contact the Registrar by telephone, by post or by email to [registrar@autscope.org](mailto:registrar@autscope.org). Postal address and telephone number can be found on our website [www.autscope.org](http://www.autscope.org).

### **Insurance**

We recommend that you take out insurance in case you have to cancel.

## **2. Payment**

## **Deposit/Booking Fee**

When you book you may be asked for a deposit. The deposit will secure your place for a set period.

A deposit will be due immediately.

Deposits are also **non refundable** except

- A. if the Registrar cancels your booking because we are unable to meet your accessibility or other needs relating to the venue eg. Diet
- B. if full payment of your place was dependent on a bursary and you have not been successful in gaining a bursary.
- C. In extenuating circumstances, if agreed by the Management Team or the board

The deposit is non refundable because it also serves as an administration/booking fee.

If you are asked to pay the full amount on booking you will be told what amount would be a non refundable booking fee.

## **Full Payment**

When the Registrar accepts your booking, you will be asked to make the full or remaining payment by a set date. If you do not pay the full payment by the date set you will lose your place and any deposit or booking fee you have paid.

If you lose your place you are welcome to apply again.

## **How to Pay**

Full details on how to pay will be given at the time.

We prefer payments to be electronic e.g. by PayPal, but we also accept cheques. Regretfully, we are unable to accept cash.

## **3. Cancellations/Refunds**

If you cancel your place before the end of registration you will be reimbursed your payment less the deposit or booking fee

If you cancel your place after registration closes, you may be reimbursed your payment less the deposit or booking fee if we are able to fill the place.

If Autoscape has to cancel your place due to unforeseen circumstances, you will be reimbursed full payment including any deposit or booking fee.

The board reserves the right to cancel any booking made and accepted automatically via an electronic booking system, provided it has good reason. In these cases the full amount paid will be reimbursed.

If you incur a loss due to having to cancel you may appeal to the Management team AFTER the event by writing to the [secretary@autscape.org.uk](mailto:secretary@autscape.org.uk). This must be within 60 days of the event ending.

If due to technical or other reasons where Autscape is at fault, a participant is prevented from accessing the full Autscape experience, the board reserves the right to refund either partially or up to the full amount, any booking affected.

#### **4. Transfer of places**

If, after you have booked and paid you find you are unable to attend you may transfer your place to somebody else providing:

1. The person or persons taking your place have the same requirements, e.g. if you booked a single standard room the person taking over cannot request a single en-suite.
2. You inform the Registrar and the Registrar agrees.

#### **5. Filling a venue**

The Registrar is delegated responsibility for ensuring the venue is filled to the maximum, taking into account any contracted numbers and the comfort of the guests.

The Registrar also has the discretion to offer part bookings eg. 2 days out of a 3 day event, half days etc with the fee calculated at a minimum of pro rata, and for a maximum of 5% of capacity.

#### **6. Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

#### **7. Monitoring and Learning**

The board will monitor our Booking policy periodically and amend this policy if necessary

#### **Review**

This policy is reviewed regularly and updated as required.

Adopted on 23rd April 2022

Revised 3rd Dec 2022

Revised 24th March 2024