



# Freelance Staff Cancellation Policy

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OUT ON THE DOWNS (Trading name of OUTDOORS ON THE DOWNS LTD)

## 1. Purpose

This policy outlines the terms for payment to freelance staff in the event that a scheduled job is cancelled by a customer.

## 2. Scope

This policy applies to all freelance staff contracted by OUT ON THE DOWNS for delivery of outdoor education services.

## 3. Payment Terms for Cancelled Work

If a confirmed job is cancelled by a customer, freelance staff will be compensated as follows:

- More than 4 weeks' notice: No payment
- 2–4 weeks' notice: 25% of agreed fee
- 1–2 weeks' notice: 50% of agreed fee
- Less than 1 week: 75% of agreed fee

This ensures fairness and recognises the commitment of freelance staff to scheduled work.

## 4. Payment Process

Payments for cancelled work will be processed within 14 days of the original job date. You will need to still invoice in the normal way. Please state CANCELLED JOB and the code you would have been quoted for the job.

## 5. Exceptions

In cases of force majeure or exceptional circumstances, OUT ON THE DOWNS reserves the right to review compensation on a case-by-case basis. This is in line with that of the customer cancellation policy.