**Additional support worker costs / Cancellation fees**

400. In some circumstances there may be a claim from a SW for a cancellation fee. Such claims can be considered if the cancellation of the required support is unavoidable and not caused by the actions of the SW or by the improvidence of the employer.

**Example:**

401. An AtW customer has a SW for two hours each week for a team meeting, the AtW customer phones in sick on the day of the meeting, and notifies the SW that they will not be required; as a result the SW claims a cancellation fee. This would be acceptable for us to pay.

However, if the employer cancelled the team meeting several days before but forgot to inform the SW, then the employer should take responsibility for this and meet any resulting costs.