

Cancellation Policies

- Cancellation of a program by site staff must be at least three (3) days in advance. Otherwise, the program vendor will be paid for one visit and the site will be recorded as having used a single program.
- If a program series is cancelled due to poor attendance, the vendor will be paid for two visits and the site will be recorded as having used a series program. Note: When programs held as series have less than 10 participants after the second session, program vendor must seek MassHousing/TAP approval to continue the series.
- In the event of cancellation due to bad weather i.e. rain, snow, etc., site staff and vendor will agree on new date and provide TAPresidentprograms@masshousing.com with necessary information.