

Freedom of Information Request – Response – 27828

Under the Freedom of Information Act 2000, please provide the following information for the 2025/26 financial year and 2026/27 financial year to date:

- 1. The total number of flights, train tickets, taxis, hotel bookings and other travel/accommodation bookings paid for by the Council which were subsequently cancelled or unused, where the Council incurred a financial cost and received no corresponding service.*
 - 2. The total cost to the Council of these cancelled or unused bookings.*
- Please exclude bookings where the Council received a full refund and therefore incurred no net cost.*

We have considered your request under the Freedom of Information Act 2000 (FOIA).

Section 12(1) of FOIA allows a public authority to refuse a request where it estimates that the cost of complying with the request would exceed the appropriate limit. The appropriate limit for local authorities is £450, calculated at a rate of £25 per hour, equating to 18 hours of officer time.

The information you have requested is not held in a single report or dataset that identifies all flights, train tickets, taxis, hotel bookings and other travel or accommodation bookings that were subsequently cancelled or unused where a financial loss was incurred.

To determine the information requested, the Council would need to undertake extensive searches across financial records and booking information and then manually review individual transactions to establish:

- whether a booking was made;
- whether it was cancelled or unused;
- whether a refund was received in full, in part, or not at all; and
- the resulting net cost to the Council.

The information necessary to answer the request is not recorded in a way that allows these criteria to be identified through a simple search. Consequently, locating, retrieving and extracting the relevant information for the periods requested would exceed the appropriate limit. Therefore, the Council is refusing the request under section 12(1) of the Freedom of Information Act 2000.

In accordance with our duty to provide advice and assistance under section 16 of the Freedom of Information Act, we have considered whether the request could be refined so that it may fall within the appropriate limit. The ICO advises that, where possible, public authorities should indicate what information may be available within the cost limit.

The Council may be able to provide information relating to travel and accommodation bookings made through the Council's contracted booking provider(s), as this information can be identified more readily from contract management records.

If you wish, you may submit a refined request limited to:

Travel and accommodation bookings made through the Council's contracted travel booking arrangements only.

Please note that we would only be able to provide details where bookings were made using the Council's contract arrangements and would not be able to identify bookings made outside those arrangements.