

## Cancellation Policies

### **Holiday Clubs**

- We regret we are unable to offer refunds once a session has been paid for
- We will offer date changes within the same holiday block with 14 days notice if we have availability, however our sessions are usually fully booked well in advance so we can't always do this.
- All date changes will incur an admin charge of £5 per session per child.
- Where sufficient notice is given and if we are able fill a space from a waiting list we will refund your fee minus a £5 admin charge per session per child.
- If WE cancel a session for any reason fees will be refunded in full

### **Tree Tots / Family groups**

- If WE cancel a session for any reason your fee will be refunded in full
- If you are unable to come to a session on the day we are unable to offer refunds / date changes
- If 7 days notice is given we will offer date changes within the same half term where we have availability for no additional fee.

### **Nature Nursery**

- As Nature Nursery is an ongoing contract, sessions are paid for in advance on a monthly basis, no refunds are due if children don't attend.
- Changes to contract, including termination require 4 weeks notice
- If we cancel a session for any reason, fees will be credited towards the following month

### **Forest Friends**

- 6 week block bookings are paid for in full in advance, if children don't attend no refund is due
- If WE cancel a session for any reason fees will be refunded in full

### **Parties**

- We require a 50% deposit in advance for all party bookings with the remaining 50% due on the day of the party.
- If we have to cancel for any reason this will be refunded in full.