

## **Forest Holiday Club Terms & Conditions**

If **we** cancel an event, for example in the event of extreme weather conditions, we will give you a credit for another day at forest holiday club within the next six months. If a decision is made to cancel a holiday club session all parents/guardians will be informed at the earliest opportunity.

If **you** cancel with:

- more than 14 days' notice - you will receive a refund if we are able to fill the space
- less than 14 days' notice - you will not receive a refund

If you **request to change the date** of your booking with:

- more than 14 days' notice – you may move to another available date, if we are able to fill your place
- less than 14 days' notice – you may no longer change your booking

We do not offer refunds in the case of illness or if the child is required to isolate. If you cannot make your booked session, you may not transfer it to a friend as we have a waiting list system in place.

Bookings must be made directly by the parent/guardian to ensure that necessary parental permissions are given.

Payment must be made within 24 hours of booking. After 24 hours, the booking system will automatically cancel any unpaid bookings.

Customers wishing to pay using childcare vouchers must make their booking and email [forestkindergartenoffice@gmail.com](mailto:forestkindergartenoffice@gmail.com) to confirm that payment will be made via the voucher system.

By booking a holiday club session you consent to receiving emails about forest holiday club activities unless you notify us otherwise.