

Twilight Hours Out of School Club

Cancellation Policy

All bookings are made via iPAL, our on-line booking system.

Our cancellation requirement is 2 weeks.

Days booked can be changed or cancelled in your iPAL account providing they are outside of the 2 weeks.

Changes within the 2 weeks need to be made by Twilight Management. Standard session fees will still apply.

It is important that you let us know if your child is not attending for any reason.

During a Pandemic Flu outbreak, this policy will be overruled by specific procedures in line with Government Guidelines and the needs of the schools. This will be communicated to parents/carers by individual site.

This policy was adopted by: Twilight Hours ASC	Date: 16 th May 2024	Policy No: CP 004
To be reviewed:	Signed:	
Policy Name: Cancellation	Signed:	