

Twilight Hours Out of School Club

Cancellation Policy

One-off cancellation of Regular Bookings

If your child is unable to attend a session you must notify us on 07816935937. You will only be entitled to a refund of fees paid (this will be a Credit Note against your account) if 2 weeks notice is given. If children are absent or sent home during the day, full session charges will apply.

One-off cancellation of Ad-Hoc Bookings

If your child is unable to attend a session you must notify us on 07816935937. You will only be entitled to a refund of fees paid (this will be a Credit Note against your account) if 2 weeks notice is given. If children are absent or sent home during the day, full session charges will apply. If you have not yet paid for the session the monies will be outstanding against your account.

Swapping Days

If you would like to swap a day temporarily, providing we have 2 weeks notice and subject to space being available, this will not incur any additional charges.

If it is less than 2 weeks, it may be possible to book an additional session but normal charges will apply.

Cancelling Regular Bookings

If you need to cease bookings for a Regular night, please ensure we have 2 weeks notice in writing.

Holiday Club Bookings

As Holiday Club involves extra staffing, menu preparation and much more organisation, the 2 weeks cancellation terms **DO NOT** apply. To guarantee your child's place, payment in full must be received.

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: 11/02/2021	Policy No: CP 003
To be reviewed:	Signed:	
Policy Name: Cancellation	Signed:	