



# Get Active Sports

Engaging, Motivating, Empowering

## Cancellation Policy

Dear Parent/Guardian,

We at Get Active Sports like to be as approachable and helpful as we can be with cancellations. We have the following policies for our Extra Curriculum Clubs, Active Care and Holiday Camps.

### Active Care

**We are more than happy to make any amendment to your booking with 48 hours notice.**

Should your child not be able to attend a session due to sickness or injury, we require a valid doctor's note for a credit/transfer.

- More than 2 weeks' notice = full refund
- 2 weeks to 48 hours' notice = credit/transfer
- Less than 48 hours' notice = no refund or credit available

### Holiday Camps

**We are more than happy to make any amendment to your booking with 48 hours' notice if there is space within the current holiday.**

Should your child not be able to attend a session due to sickness or injury, we require a valid doctor's note for a credit/transfer.

- More than 2 weeks' notice = full refund
- 2 weeks to 1 week notice = account credit available
- Less than 1 week notice = no refund or credit available

### Extra Curriculum Clubs

All our Extra Curriculum Clubs are pre-paid at the start of the term. Therefore, we are unable to provide any credit/transfer or refund for missed sessions, including sickness.

### Parties

Once booked, no cash refund will be provided upon cancellation.

We require 4 weeks' notice for credit/transfer. 24 hours' notice for credit due to sickness.

**Any sessions booked after the cut off time (12pm for afterschool club and before the first session of an extra-curricular club), will incur an admin charge of £2 per booking.**

**Get Active Sports operate on a strict pre-booking system. If a booking is not made, entry will be refused if the child has not attended before, or a £3 charge will incur.**

**\*Please note any tax free or childcare vouchers cannot be refunded and will only be issued as credit\***

