



# Get Active Sports

Engaging, Motivating, Empowering

2<sup>nd</sup> November 2020 18:00pm

Dear Parent/Guardian,

We hope you are well.

As we are sure you are aware, it has now been announced that there will be a 2<sup>nd</sup> national lockdown in the UK. This lockdown is due to come into place from 4<sup>th</sup> November 2020 and expected to end on the 2<sup>nd</sup> December 2020 at the very earliest. Due to the inconsistency of the UK lockdown status, this policy will stand for all cancellations in the case of a school closure/national lockdown.

From the 2<sup>nd</sup> November, the following cancellation and refund policy will be put in place for all Get Active Sports services.

- **Before/After school clubs**

As our services are still available, any cancellations within the lockdown period will be offered as a credit note. Sadly, no refunds are available for any clubs cancelled but we will be happy to re-book these sessions for you or provide a credit note for future use of any of our services.

- **Extra-Curricular Sports Clubs**

A full credit note will be provided for the remaining sessions, to be used when Sports Clubs return. Parents with credit will be given first priority for these spaces.

Should the schools in the UK close, all bookings will be reimbursed as a credit note for the coming term. No refunds will be provided unless in exceptional circumstances.

We hope this makes up for any inconvenience caused, unfortunately as I'm sure you can understand this is completely out of our hands. We will continue to keep you updated should there be any change.

Many thanks & kind regards

**Get Active Sports**

**\*Until we hear otherwise from the Government this is subject to change\***

