

KIRKLEES SUMMER **CAMP**

CANCELLATION **POLICY**

Version 2.0

March 2022

Authorised by Fran Whitehead

To be reviewed: June 2023

Replaces: Version 1.0

LOG OF VERSION CHANGES AND POLICY REVIEWS

Version	Date written	Date of review	Changes made
1.0		March 2022	
2.0	March 2022	June 2023	Introductory paragraph added Format and layout amended

1. Introduction

We understand that sometimes situations arise that mean cancellations have to be made. We will endeavour to work with all parents/carers as much as possible whilst also prioritising the allocation of cancelled places to other children.

2. Main Principles

- a) If you wish to cancel your booking please email us as soon as possible so that we can allocate the place to someone else. Our email address is children@kirkleessummerplaycamp.com.
- b) If you cancel by **18 July 2022** we will give you a full refund.
- c) If you cancel **7 days before the start of your booking**, we will refund half of your payment.
- d) If you cancel **6 days or less before the start of your booking**, we will be unable to give you a refund as we will have insufficient time to refill the place.
- e) If your child is ill just before camp, please let us know and we will endeavour to book them on a later camp when they have recovered. If you wish to ask for a refund in these circumstances, please provide evidence of illness.
- f) Refunds will be made by paypal.

3. Cancelling of Camp

- a) If we have to cancel due to Covid you will receive a full refund.
- b) On other very rare occasions we may need to cancel one or some of the camps. Cancellation is unlikely and we have only done this twice in the last 40 years. If we do need to cancel, we will contact you as soon as possible and offer a full refund or a place on another camp. This situation might be caused by:
 - i. Volunteer or children's sickness
 - ii. Severe weather
 - iii. A failure of utilities
 - iv. Insufficient bookings for the camp to be viable.

