



**Policy Ref:** CANC.  
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**Date:** February 2025  
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### **CANCELLATION POLICY**

Draycott Sports Camp understands that illnesses and changes of circumstance can alter your plans and may mean you need to cancel or rearrange your booking with us. We wish to remain as accommodating and flexible as possible to assist you with your bookings with us during the school holidays.

#### **Cancellations :**

- You must give a minimum of 48 hours notice if you wish to cancel or change your booking with us due to illness or changes of circumstance.
- In unexpected changes of circumstance, out of the 48 hour window, it is at the Company Directors discretion on what action is appropriate.

#### **Refunds and Credits:**

- Refunds will not be issued if you have given less than 48 hours notice to cancel your booking. You may be offered a credit, at the Company Directors discretion. If you continually cancel your bookings outside of the cancellation window, you will not be offered a credit.
- Refunds will not be issued if you have paid via Childcare Vouchers, due to HMRC regulations, a credit will be issued instead.
- All credits must be used within 12 months.
- Please allow 10 working days for Draycott Sports Camp to process and issue refunds.

