



Booking and refund policy

1. Bookings

- Bookings are only confirmed once **full payment** has been received.
- We cannot guarantee your child a place on a course, so we recommend **booking early** to avoid disappointment.
- If a course is fully booked, your child will be placed on a **waiting list** and notified if a space becomes available.

2. Cancellations and Refunds

- Refunds are available only if a cancellation is made at least **7 days before** the course start date.
- **No refunds** will be given once the course has started. This is because we need to **plan and staff the sessions** in advance, and spaces are reserved specifically for your child.
- A £5 **administration fee** will apply to all cancellations. This fee helps cover **administration and payment processing costs**.

Policy 19th August 2026

Reviewed: 19th August 2027

Name: Jack Dillon

Position: Director

Signed: Jack Dillon