

Cancellation & Refund Policy

We understand that plans can change, and we're happy to help if you need to cancel your child's place.

After School Clubs

If you wish to cancel your child's place at one of our after school clubs, simply let us know as soon as possible.

- If the club has **not yet started**, we will provide a full refund.
- If the **term is already underway**, your refund will be calculated based on the number of sessions remaining. Any sessions that have already taken place will not be refunded.
- Refunds will be processed as soon as possible after we receive your cancellation request.

Holiday Clubs

If you need to cancel your child's place at one of our holiday clubs, that's absolutely fine. Please let us know as soon as possible, and we will arrange your refund as quickly as possible.

If your child has already attended any booked holiday club sessions, any refund will be based on the remaining sessions that have not yet been attended.

How to Cancel

To cancel a booking, please contact us by email or phone with your child's name and the club or holiday programme they are booked onto. Once we receive your request, we will confirm the cancellation and process any refund due as quickly as possible.

Late Collection Policy

As part of our ongoing efforts to ensure a safe and well-managed environment at our after-school clubs, we are introducing a **new late collection policy**.

Recently, we have experienced an increase in late pick-ups, which places additional pressure on our staff and affects the smooth running of our sessions. To help manage this and to ensure fairness to all families, the following policy will come into effect from **12/01/26**.

If a child is collected after the designated pick-up time, a charge of:

£2 for every 5 minutes

will be applied.

For example:

- 1–5 minutes late = £2
- 6–10 minutes late = £4
- 11–15 minutes late = £6

This fee will be invoiced to you and must be settled before your child's next session.

We kindly ask all parents to ensure they arrive on time for collection to avoid any charges. If you experience an unavoidable delay, please contact us as soon as possible so we can support where we can.

Thank you for your understanding and cooperation as we work to keep our service running smoothly for all families.

If you have any questions, please feel free to get in touch.

Warm regards,

PSP