



Cancellation Policy & Terms and Conditions

CANCELLATIONS AND REFUND POLICY

We hope you never need to cancel a booking with us but if something does crop up, we have created this policy to support both our customer and our business. All cancellations will incur a £10 administration fee. All cancellations, for whatever reason are subject to the following charges:

- More than 30 days = Full refund less £10 administration fee
- 14 – 29 days = a refund of half your booking fee (minus the admin fee)
- 1 – 13 days = a refund of one quarter of your booking fee (minus the admin fee)
- On or after commencement = No refund

There are other options such as deferring a booking to a later camp to avoid any admin fees or loss of booking fees. If a booking is deferred, it can only be deferred once and then the above fees are applied.

BOOKING TERMS AND CONDITIONS

- Payment must be made on receipt of our Booking Confirmation email to secure your child's place. Your child's place is not secure until the payment is made and M&J has the right to give your child's place to somebody else if we have not received full payment on booking.
- Complaints: If you are dissatisfied with any aspect of our course, you must report it at once to the manager of the course so that we are given the opportunity to resolve the problem. Should we not be able to resolve your problem, you should ask for a copy of our complaints policy.
- Negligence: We accept responsibility for those elements of the course under our direct control. We cannot accept responsibility for the loss of enjoyment due to factors outside of our control such as: bad weather, travel arrangements, strikes, loss or damage to personal property or illness suffered whilst on the course.
- Valuables: We recommend strongly that children do not bring valuables, money or mobile phones onto site. We will not be held responsible for the loss of any valuables.
- Parental Consent: By ticking the Terms and Condition box you give permission for sunscreen to be administered if necessary and for us to take photographs of your child taking part in the activities to be used solely for the purpose of marketing. You also give permission for us to seek medical advice and/or treatment in an emergency and in the event that you cannot be contacted.