Cancellation Policy

STAY WILD Holiday Club

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1. Policy Statement

At STAY WILD Holiday Club, we recognise that family circumstances can change. This policy outlines our procedures for cancellations, refunds, and amendments to bookings, ensuring a fair, transparent, and consistent approach for all families.

Clear processes enable us to plan staffing ratios, maintain safe supervision, and deliver high-quality outdoor provision in line with the expectations of Ofsted and the operational standards of The Scout Association.

Aims of the Policy

This policy aims to:

- Provide clear, accessible, and transparent guidance on cancellations, refunds, and booking amendments.
- Ensure a fair, consistent, and non-discriminatory approach for all families.
- Enable effective planning of staffing ratios, resources, and safe supervision in line with statutory requirements.
- Support the safe and efficient operation of the provision, including risk management for outdoor activities.
- Promote clear communication and shared expectations between the club and parents/carers.
- Minimise disruption to children's experiences by maintaining stable and well-organised sessions.
- Allow for reasonable and compassionate flexibility in exceptional circumstances, applied consistently and with professional judgement.
- Uphold the operational standards and values of The Scout Association.

Booking Cancellations by Parents/Carers

Notice Period and Refunds

Notice Given Before Session	Outcome
More than 21 days	Full refund or full credit
14–21 days	50% credit issued
Less than 14 days	No refund or credit*

*Exceptions may be considered in exceptional circumstances (e.g. medical emergency or safeguarding concern), at the discretion of the Club Manager.

How to Cancel

- All cancellations must be submitted in writing via email to: *Staywild@bradleywood.org.uk*.
- The date the email is received will determine the notice period
- Verbal cancellations cannot be accepted.

Illness or Absence

No refund or credit will be issued for absence due to illness.

However, discretionary credit or refund may be offered where:

- The absence is prolonged or significant.
- There are exceptional or safeguarding-related circumstances.

All decisions will be made fairly and consistently by the Club Manager.

Changes to Bookings

- Requests to change dates are subject to availability.
- We will make reasonable efforts to accommodate changes with at least 7 days' notice.
- No administration fee will be charged for reasonable amendments made in advance.
- Changes requested with less than 7 days' notice may not be possible.

Cancellation of Sessions by STAY WILD

We reserve the right to cancel sessions in exceptional circumstances, including but not limited to:

- Insufficient staffing or staff illness.
- Severe or unsafe weather conditions (particularly relevant to outdoor provision).
- Low booking numbers impacting safe operation.
- Site, building, or safety issues.

Where a session is cancelled by us:

- A full refund or alternative session/credit will be offered

Parents/carers will be notified as early as possible via phone and/or email.

Non-Attendance

- No refund or credit will be issued for non-attendance without prior notice.
- Repeated non-attendance may result in review of future booking eligibility, to ensure fair access for all families.

Exceptional Circumstances

We understand that unforeseen situations can arise, including:

- Bereavement
- Serious illness or injury
- Family emergencies

In such cases, parents/carers are encouraged to contact the Club Manager as soon as possible. Discretion will be applied sensitively and consistently on a case-by-case basis.

Payment Terms

- All sessions must be paid in advance to secure a place
- Non-payment may result in the release of the booking
- Payments can be made via:
    - BACS
    - Tax-Free Childcare
    - Childcare voucher schemes

Full payment details are provided at the time of booking confirmation.

Equality, Fairness and Transparency

This policy is applied consistently to all families to ensure fairness, while allowing reasonable flexibility in exceptional circumstances.

We are committed to inclusive practice and will make reasonable adjustments where required, in line with our wider policies and the expectations of Ofsted.

Policy Review

This policy will be reviewed annually, or sooner if required due to operational changes or updated guidance from Ofsted or The Scout Association.

Last Reviewed: April 2026
Next Review Due: April 2027
Approved by: Catherine Smith