



Booking and Cancellation Policy

Booking

Please book via the Playwaze app or website – We have a set amount of places for those eligible for Free School Meal vouchers. If it is fully booked please join the wait list and you will be notified as soon as a space becomes available. If you need support with booking please get in touch via our email: info@coastactivityprogramme.com

Paying

You can pay via the booking app. Or if you are booking over the phone you can pay over the phone. Please call 07939863010. Please do not put in any payment details if your child is eligible for a free place. Please call if it is trying to charge you.

Cancellation charges

- Cancellations can be made online via your Playwaze account. Please get in contact if you have paid and have had to cancel as we must refund this separately.
- You can cancel anytime up to 7 days before.
- Cancellations are subject to a 4.4% + 20p booking fee, the remainder is refunded to you by the original payment method.
- If cancelling 7 days or less before the booked activity, credit will be given to cancellations prior to the booking. This can be used to rebook again in the future. This credit will be on your Playwaze account.
- Cancellations on the day will not be refunded.

Changing your booking

You can change your booking at anytime (subject to availability). In order to do this please let us know so that we can issue you credit in order to make the new booking. This will ensure you are not charged twice and incur the booking fee.

Exclusions

If after consultation with parents and the implementation of our behaviour management strategies, a child continues to display inappropriate behaviour, and is affecting the wellbeing of the children and the Club, we may decide to move the child to another group or ask them to come back on another day. We reserve the right to exclude or refuse any person at any time prior to and during the camp.

Notice of absence

If your child is unable to attend, please let us know via email or telephone as soon as possible so that we can allow any on the waiting list the opportunity to join. If your child is absent due to illness at the discretion of the manager we may issue you credit on your account which you can use for a future booking.

Camp cancelation for conditions out of our control

We reserve the right to cancel any activities, at any time, and with any notice period, in the event of circumstances beyond our control preventing us from operating as planned. In these circumstances beyond our control, we reserve the right to review and amend our refund policy.

This policy was adopted by: Emily Eddy Date: 04/11/2022

To be reviewed: 01/11/2023 Signed: