



Cancellation and Refund Policy

For Holiday Camp bookings, our cancellation and amendment policy require 48 hours' notice.

Notice of cancellation needs to be given in writing (email).

Refunds will be given over the phone. Please contact us on 0117 973 1139 once you have received an acknowledgement email from us.

Age Group

The minimum age for the U8 group is 5 years; we are unable to make any exceptions.

Please ensure that your child is booked on to the correct activity for their year group or age. If a child is booked in to a session that is not for the correct age group, we reserve the right to remove the bookings.

Childcare Vouchers

We are not a childcare provider; therefore, we are unable to accept Childcare Vouchers.

Wet Weather

In the event of adverse weather, we will provide indoor activities.

Illness or Injury

Please see our cancellation and refund policy (above).

Food and Allergy

Lunch is provided for full day camps. We are unable to offer a discount in case your child is sent in with a packed lunch.

Please notify us beforehand if your child has any food allergies. We will make every reasonable effort to reduce the risk to children with severe allergies, however, we are unable to offer a nut free environment.

Disciplinary

Should a child be found to consistently misbehave in a serious way, e.g.: excessive violence, continuous bullying or negative discrimination, we reserve the right to cancel their enrolment. Refunds will not be given in this case; please refer to our cancellation and refund policy (above).

We operate a 3 strikes system:

1. Warning
2. Sit out for 10minutes
3. Contact parents

Alternative Pick-up Arrangements Policy

Parents/carers must contact us by phone on 0117 973 1139 or email info@redlandgreen.co.uk if they have made alternative pick-up arrangements. We require the **full name** of the adult collecting and a **password**. We reserve the right to prohibit a child from leaving the premises if we do not have notification of alternative pick-up arrangements from either parent/carer, or the adult does not match the information we have. We also need your permission in writing if your child will make their own way home.

Late Pick-up

There is an additional charge if your child is not collected on time.

The late fee is £5.00 per 15 minutes (and part thereof). This fee is in addition to the normal camp fees. The fees are payable on the day at reception.

This policy is to protect children who have been left at the Club after the agreed collection time.