

Boots and Buds – Cancellation & Refund / Terms and Conditions Policy

Aim

This policy outlines the procedures for cancellations, refunds, illness, and changes to bookings at Boots and Buds to ensure fairness for all families and to support the smooth running of sessions.

Booking Confirmation

- All bookings must be paid for in advance.
- A space is only confirmed once payment has been received.
- Sessions are non-transferable unless agreed by Boots and Buds.

Parent Cancellation Policy

More than 7 days before the session

Parents will receive either:

- a full refund, OR
- the option to transfer the booking to another available session.

3–7 days before the session

- 50% refund offered
OR
- transfer may be offered at the discretion of Boots and Buds.

Less than 48 hours before the session

- No refund will normally be given.

This is because staffing, resources, and preparation costs will already have been incurred.

Illness & Absence

Children should not attend if they:

- have sickness or diarrhoea
- have a contagious illness
- are too unwell to participate safely outdoors

No refunds are normally provided for illness-related absences.

In exceptional circumstances, Boots and Buds may offer a transfer at its discretion.

Cancellation by Boots and Buds

If Boots and Buds must cancel a session due to:

- severe weather
- unsafe outdoor conditions
- staff illness
- unforeseen emergencies

Parents will be offered:

- a full refund, OR
- transfer to another available session.

Severe Weather

Sessions may still operate in wet or cold weather where it is safe to do so.

Parents are responsible for ensuring children attend in suitable outdoor clothing.

Boots and Buds reserves the right to cancel sessions if conditions are considered unsafe, including:

- high winds
- lightning
- extreme heat
- icy conditions
- flooding

Late Collection

Children must be collected promptly at the end of sessions.

A late collection fee may apply:

- £5 per 15 minutes late

Persistent late collection may result in future bookings being refused.

Minimum Numbers

Boots and Buds reserves the right to cancel sessions with insufficient bookings.

Where this happens:

- families will be notified as early as possible
- a refund or transfer will be offered.

Changes to Bookings

Requests to change session dates will be accommodated where possible but cannot be guaranteed.

Contact

Parents should notify Boots and Buds as soon as possible regarding:

- absence
- illness
- cancellation
- late collection

Terms and Conditions

- £ Fees payable in advance
- £ No refunds for missed sessions
- £ Children must be dressed appropriately and with a named water bottle
- £ Sessions may be cancelled in extreme weather

Review

This policy will be reviewed annually or updated as required.