



## **Young Innovators Club – Cancellation Policy**

All cancellation requests must be submitted in writing via email to [\*\*hello@younginnovatorsclub.com\*\*](mailto:hello@younginnovatorsclub.com).

### **Cooling-Off Period**

If you cancel your booking within **48 hours** of making it, you'll receive a **full refund**.

### **Cancellations After 48 Hours and Up to 2 Weeks Before the Start Date**

If you need to cancel **more than 48 hours after booking and at least 14 days before** your booked session begins, you can choose from the following options:

1. **Partial Refund** – Receive **70% of your payment** back to your original payment method (a 30% cancellation fee applies).
2. **Full Credit or Date Change** – Choose to receive **100% credit** to use towards a future booking, or transfer your booking to another available date of equal value.

### **Cancellations Within 2 Weeks of Start Date**

We're unable to offer refunds for cancellations made **within 14 days** of the session start date. However, if you contact us **at least 24 hours in advance**, we'll do our best to move your booking to a different date, subject to availability.

### **Cancellations Within 24 Hours of the Session**

Unfortunately, we can't offer refunds, credit, or rescheduling for cancellations made **less than 24 hours** before the session.

### **COVID-19 or Health-Related Closures**

If a session is cancelled due to confirmed COVID-19 cases among children or staff, we will follow current government guidelines and notify all affected families. For sessions impacted by a required closure period (up to 10 days), families will have the option of:



- A **70% refund**, or
- **100% credit** toward future bookings.

No refunds will be given for partial days if a session is closed mid-day.

### **Behaviour and Exclusions**

We aim to provide a safe, inclusive, and engaging environment for every child. To support this, we have clear expectations around behaviour, which are outlined in our parent policies.

We reserve the right to withdraw a child's place if their behaviour is consistently disruptive or not compatible with the overall wellbeing of the group. In such cases, **refunds will not be issued**.

### **Circumstances Beyond Our Control**

In rare cases, we may need to cancel a session due to events outside our control (such as severe weather, site issues, or public health emergencies). If this happens, we reserve the right to revise our standard refund policy, but will always communicate clearly and aim to offer fair alternatives where possible.