



## **Young Innovators Club – Booking & Refund Policy**

### **1. Lunchtime, After-School, and Home Ed Clubs (Block Booking)**

- All clubs are booked as block courses for a full term or half-term.
- Bookings apply to the entire block, and individual sessions are not refundable.
- Missed or unattended sessions cannot be transferred or credited.

### **2. Holiday Camps (Daily or Weekly Booking)**

Holiday camps can be booked as individual days or as a full week.

- When booking individual days, the standard refund rules apply (see Section 3).
- When booking a full week, refunds will not be given for missed days due to illness, appointments, or unforeseen circumstances.
- If a child is removed from camp due to repeated inappropriate behaviour, they will not be allowed to return for the rest of the week, and no refund will be issued.

### **3. Refunds and Cancellations**

- If Young Innovators Club cancels a session or camp day:
  - A full refund or a rescheduled session will be offered.
- If a school cancels a lunchtime or after-school club session:
  - We will work with the school to reschedule, but refunds will not be issued.
- If parents/guardians cancel a booking:
  - 14 or more days' notice: A full refund will be issued.
  - Less than 14 but more than 7 days' notice: A partial refund or credit may be offered at the discretion of Young Innovators Club.
  - Less than 7 days notice: no refund or credit will be offered.
  - For the purposes of the block-booked services, these apply to the period of time before the first session in the block.
- Refunds will not be issued for missed sessions or camp days. This includes (but is not limited to) instances due to: illness, personal commitments, holidays, or travel.

### **4. Behaviour Policy**



We aim to ensure a safe, positive, and engaging environment for all children. If a child repeatedly displays disruptive, unsafe, or inappropriate behaviour, they may be removed from:

- A lunchtime, after-school, or Home Ed club for the remainder of the block
- A holiday camp for the remainder of the week or remaining booked days

In these cases, no refunds or credits will be provided for unattended or remaining sessions.

#### 5. Non-Attendance

Refunds or credits are not provided for any missed club sessions or camp days unless covered under Section 3.