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 day and/or the 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.