



MULTI-SPORT HOLIDAY CLUB

SKILLS FOR EVERY SPORT, CONFIDENCE FOR LIFE
FOR 8-11 YEAR OLDS

13. Booking, Payment & Cancellation Policy

1. Booking & Payment

All places must be booked in advance via our online booking system (www.active8multisports.co.uk) or by direct arrangement. Full payment is required at the time of booking to secure your child's place. All children must be registered sharing all key information before attending the program. We operate on a first-come, first-served basis. Places are limited to ensure safe staff-to-child ratios.

2. Cancellations & Refunds

- Cancellations made **7 days or more** before the booked session will receive a full refund or credit.
- Cancellations made **4–6 days before** will receive a 50% refund or full credit.
- Cancellations made **within 72 hours** of the session are non-refundable.

We reserve the right to cancel sessions due to low numbers or unforeseen circumstances. In this case, a full refund or alternative date will be offered.

3. Changes to Bookings

We will do our best to accommodate changes to dates, subject to availability. Requests must be made at least **72 hours in advance**.

4. Illness & Absence

If your child is unwell, please do not attend.

No refunds are given for absence due to illness, but credit may be offered at our discretion.

5. Arrival & Collection

- Drop-off: 8:45am
- Collection: 3:45pm

Late collection may incur an additional charge of £5 per 15 minutes.

Children must be signed in and out by a parent/carer or authorised adult.