

# Bushy Park Activity Camp – Cancellation Policy

We know plans can change, so we've made our cancellation policy as fair and simple as possible.



## If you need to cancel:

- **7 days or more before camp starts** – you'll get a **full refund** or can move your booking to another date (if spaces are available).
- **3 - 6 days before camp starts** – you'll get a **50% refund** or can move your booking to another date (if spaces are available).
- **2 days or less before camp starts** – we can't offer a refund, but we'll do our best to move your booking to another date if we have space.

## If your child can't attend:

- Unfortunately, we can't offer refunds or credits for missed days, including if your child is unwell.

## If we need to cancel:

- In the unlikely event that we have to cancel a session (for example due to bad weather or staff shortages), we'll offer you a **full refund** or the option to **move your booking** to another day.

## Childcare vouchers and tax-free childcare:

- If you've paid using childcare vouchers or tax-free childcare, we'll follow the provider's rules. If a refund isn't possible, we'll offer you credit towards a future camp.