



## Oaker Wood Holiday Club & Teen Adventure Days Terms & Conditions

### CANCELLATION POLICY

#### **Cancellation by Us**

If the weather forecast is so severe that we feel it would be unsafe (high winds) or too uncomfortable (cold/ very heavy rain/snow) for children to be on site we will make the decision to cancel by 6pm the evening before the holiday club/ adventure day.

We will contact all participants by email and put a note on the web site.

You will be entitled to a full refund or to book another day.

#### **Minimum Numbers**

We require a certain number of children/ teenagers to operate our Holiday Clubs/ Adventure Days. If we should not reach the minimum number on any day we reserve the right to cancel that day and offer you places on another day or a full refund. We will make the final decision at least 48 hours before the day in question.

#### **Cancellation By You**

If you need to cancel your booking for holiday club/ Teen Adventure Sessions then please do so by midday the day before your booking.

We will either:

- Rebook your child on another day
- Provide you with a voucher for another day in the future

If your child is ill on the day or you cancel after midday the day before we will re book for another day or offer you a voucher for another day.

### OUR BEHAVIOUR POLICY

When necessary, we will be firm with children who are jeopardising the enjoyment of others. If problem behaviour is persistent or serious, we will contact the parent or guardian to decide on further action, and we reserve the right to ask the child to not return to holiday club/ adventure days on subsequent days. Children will be asked to pay for any damage caused by wilful behaviour to Oaker Wood Leisure property.