



## **Refund Policy**

We understand that sometimes plans change. This policy explains how refunds work for our outdoor sessions with primary-aged children.

### **Cancellations by Parents/Carers**

- More than 14 days before the session: Full refund.
- 48 hours before the session: 50% refund.
- Less than 24 hours before the session: No refund, unless there are exceptional circumstances.

### **Cancellations by the Setting**

If we cancel a session (e.g. due to unsafe weather or staff illness), we will offer a full refund or the option to transfer to another date.

### **Non-Attendance**

No refunds will be given if a child does not attend without prior notice. We will work with parents and carers if there is an exceptional circumstance as to why the child did not attend and no communication was made prior.

### **Exceptional Circumstances**

We aim to be fair and understanding. If you need to cancel due to serious illness or other unforeseen events, please contact me to discuss options.

Leon Mewes

Email: [Bootsinnature@outlook.com](mailto:Bootsinnature@outlook.com)

### **How Refunds Are Made**

Refunds will be made to the original payment method within 10 working days of approval.

### **Review**

Policy created on: 30.8.25

Next Review Date: February 2026

Signed by: Leon Mewes