

## Rocket Holiday Camps - Cancellation Policy

All cancellation requests for Rocket Holiday Camps Ltd must be received in writing, these can be sent via email to [info@rocketholidaycamps.co.uk](mailto:info@rocketholidaycamps.co.uk).

If a written cancellation request is sent within 48hrs of the booking being processed, we will provide a 100% refund.

For cancellations 48hrs after a booking is made and 2 weeks before a bookings start, we offer a choice of

- 1) A cancellation fee of 30%, with the remaining 70% will be transferred via the original payment method.
- 2) Or, parents can choose to receive 100% of the booking amount as future credit or to swap the booking to another date available and of equal value.

Please note, **we cannot offer a refund for a cancellation within 2 weeks of a booking start date**. However, we are happy to amend, swap and alter bookings if availability allows us to and the request is made **24hrs prior to the booking time**.

We cannot provide a refund or credit to **any booking** if cancellation is requested within less than 24hrs of the booking.

### **COVID-19 enforced cancellations**

In the unlikely event that a camp or bubble is required to close due to a child or staff member being confirmed as having COVID-19. All parents will be contacted and those in attendance will be given the relevant and current government advice.

In this scenario, the parents with bookings due to occur during the (upto) 10 days which could be cancelled will be able to choose between a 70% refund or 100% credit transfer. There will be no refund for any days which are closed part-way through.

### **Exclusions**

We reserve the right to exclude or refuse any person at any time prior to and during the camp if, in our opinion, that person is incompatible with the general well being of the camp. In the event of any exclusions, refunds will not be admitted.

To give the very best experience, we have a number of policies in place regarding the behaviour, safety and welfare of the children in our care. Parents are advised to view these before attendance.

### **Circumstances Beyond Our Control (Force Majeure)**

We reserve the right to cancel any Rocket Holiday Camps place, at any time, and with any notice period, in the event of circumstances beyond our control preventing us from operating

camp as we planned. This clause applies to the cancellation of any and all Rocket Holiday Camps booking made.

In the event of the cancellation of a Rocket Holiday Camps booking due to circumstances beyond our control, we reserve the right to review and amend our refund policy.