

## PLAY RANGERS' POLICIES REGARDING CANCELLATION OF PLACES

Play Rangers email : [playrangers@batheaston.bwmat.org](mailto:playrangers@batheaston.bwmat.org)

Play Rangers telephone number: 01225 858555 (select option 4)

Please note that for your child to attend Play Rangers they must be registered. The appropriate forms are available from the office. We cannot accept any bookings unless your child is registered with us.

### CANCELLATION OF PRE-BOOKED SESSIONS

- We require one week's notice if you wish to cancel your pre-booked sessions. You can email this to the Play Rangers email, call them on the above number or leave a written note at the office. You will receive confirmation of the cancellation by email. If we do not receive the required notice then you will be charged the full amount for the session(s). We cannot make refunds for a child's absence due to illness unless we receive the required notice. We will refund if your child cannot attend due to having a communicable disease such as measles or mumps, etc or on specific medical advice.

### AD-HOC SESSIONS

- Ad-hoc sessions should be booked before 10am 2 days before you require the session.
- It is at the discretion of the Play Leader if a booking can be accepted with less than 2 days' notice. Please note that with such short notice we may not be able to provide a hot meal for your child. They will receive a meal but it may only be sandwiches.
- Payment will be due by the day of the session – this can be made via ParentPay.
- One week's notice is required for cancellation of places. If we do not receive the required notice then you will be charged the full amount for that booked session.
- If you book a session for a date less than a week in advance, we will have to charge you for that session whether or not your child attends.

### CANCELLATION OF PLACES DUE TO A SCHOOL EVENT

- Where there is a School event on the same day that your child is booked into either Breakfast or After School Club – and they attend Play Rangers for any amount of time on that day, (eg. even if it is for just 10 mins) then they will have been under the supervision of Play Rangers and will be charged for the whole session.
- We require one week's notice if you wish to cancel your sessions due to a school event. You can email this to the Play Rangers email, call them, or leave a written note at the office. You will receive confirmation of the cancellation, by email. You will then be reimbursed for that session.
- If the school gives parents less than a week's notice of the event then the period of notice will be reduced accordingly.

### SWOPPING SESSIONS

- If you wish to swap one of your pre-booked sessions to another day this can be done, but you must let us know by 10am 2 days before the session was originally booked for.
- If your child is absent from school and misses their booked session, this session cannot be exchanged for another free of charge.
- Please note you cannot swap a session that is already a swap!