



Cancellation Policy

Cancelling your Childs space

If you wish to cancel your Childs space at camp you can do so at any time. You may or may not be entitled to a refund. Please see our refund policy to see what monies you will be able to claim back.

The cancellation form can be found below, this must be completed and submitted to office@campenchanted.co.uk for your cancellation request to be reviewed.

- If you simply change your mind and no longer wish to send your child to camp please let us know at your earliest convenience. You will not be entitled to a refund, unless you have selected the refund protection policy.
- If your child is seriously ill or injured at the time they are due to start camp we require a letter (in a form reasonably acceptable for us) such as a doctors note, outlining why they are no longer able to attend the camp. You will be entitled to a full refund of what you have paid less £200 which shall be retained as compensation for the net costs we will incur as a result of you cancelling your Childs space. We have a legally binding contract with the venues and we will still be required to pay for their space
- If you have a legal right to end your Childs space at camp because of something we have done wrong, you will receive a full refund.
- If your circumstances drastically change before the start date of camp please notify us immediately. We will treat each individual circumstance separately. An example of these exceptional circumstances might be a change in parental care or court orders for the child or a sudden death in the immediate family within 2 weeks of start date.

If we cancel a camp

We will do everything possible to ensure this does not happen however in exceptional circumstances beyond our control, it may be necessary to cancel Camp Enchanted. In this instance, your payment will be refunded in full.

If a child must leave Camp

If your child has exceeded the warning system and is not behaving at camp, you will be asked to collect them and no refund will be given. You will however have received a phone call prior to this as part of the warning system. We do not tolerate bullying, not do we accept behaviours which will jeopardise the enjoyment or safety of other campers and staff members at camp.

If your child injures themselves at camp and is not able to take part in any further activities as a result, their space will be cancelled and you will be refunded the remaining days.

If your child becomes poorly at camp and as a result they return home you will be refunded the remaining days they have missed. If your child feels poorly and as a result would prefer to stay with the camp nurse until they feel well again, no refund will be given for activities missed whilst they are still solely in our care.

If your cancellation request is successful and you are owed a refund, this will be paid on or around 1st May or 1st July 2023.

All cancellation requests will be processed in the order they are received.



Cancellation Form

Details of Camper

Campers Name _____ Campers DOB _____

Date Enrolled _____ Booking No. _____

Details of Parent / Guardian

Name _____ Relation _____

Email Address _____

Contact No _____ Additional Contact No _____

Did you select the refund guarantee option at the point of registration? **Yes / No**

Use this space to explain why you need to cancel your Childs space.

Monies Paid

How much have you paid at the point of this form submission £ _____

Please tell us what action you are requesting.

- A full refund
- Part Refund £ _____
- A credit for Future Camps

Signed _____ Date _____

Print Name _____

Official Use Only

Signed _____ Date _____

Print Name _____

Action _____