



Refund Guarantee Policy

Refund Guarantee Option.

Our refund guarantee is an optional £10.95 at the point of registration.

If this option has not been selected the deposit and any instalments paid are non refundable regardless of your changing circumstances. If you select the £10.95 refund guarantee option you do not need to provide a reason as to why you are withdrawing from camp.

If you paid in full, you will be able to claim a refund for the outstanding amount that would be due should you have chosen to pay in instalments by the date you cancel the space. You will not be penalised for paying in full.

If you wish to cancel your Childs space after 1st March 2023 you will not be able to claim back the full amount even if you have selected the refund guarantee option. This will only entitle you to a % of the full amount. A table below outlines the amount you can claim back.

CampStash which has been added on at the point of registration can be refunded at any point should you no longer be able to attend camp regardless if you have selected the refund guarantee option as this is a 'digital cash' your child can spend during their time at camp.

The £10.95 is not refundable.

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.

If your child injures themselves at camp and is not able to take part in any further activities as a result, 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 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 upcoming Camp Enchanted dates. In this instance, your payment will be refunded in full and we will notify you at the earliest opportunity. This will happen regardless if you have selected the refund guarantee option or not.

Please see the time scale below which shows you what refunds you will be able to claim back should you select the refund guarantee option, this is regardless if you choose to pay with instalments or in full.

Refund Guarantee Option entitles you to the following	Cancel on or before 28th February 2024	Cancel between 1st March - 30th April 2024	Cancel between 1st May - 31st May 2024	Cancel between 1st June - 30th June 2024	Cancel after 1st July 2024	Cancel in the month of August 2024
Total you have paid if you chose to pay in full	£795.00	£795.00	£795.00	£795.00	£795.00	£795.00
Total you can claim back	£795.00	£645.00	£545.00	£345.00	£0.00	£0.00
	Full amount refunded				No refund will be given	No refund will be given



COVID-19 refund Policy

COVID-19 Refund Policy

Please read through the following refund policy surrounding COVID-19.

Should we have to cancel the camp due to COVID-19 you will receive a full refund. This will be subject to government guidelines meaning the camp can not go ahead.

If government does not stipulate that camps must close, then camp will still be going ahead. If you do not feel comfortable sending your child to camp, you can cancel a maximum of 2 weeks before camp start date, however you will not receive a refund. Your payment can be used towards credit for future camps.

If you wish to cancel due to COVID-19 in the 2 week lead up to camp no refund or credit will be issued.

If your child has tested positive for COVID-19 prior to the start date of camp, you must present a lateral flow test before they arrive on campus. No refunds will be given for any days missed.