



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.

You must submit a cancelation request in writing to office@campenchanted.co.uk giving the reason and reasonable evidence as to why you are cancelling, this will then 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 and it falls within the allocated timeframe.
- If your child is seriously ill or injured within 30 days of camp start, we are able to carry over your camp payment to the following year less £300 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. You have the option to carry the remainder to the following year.
- 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, nor 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, returns home, their space will be cancelled and you will be credited the remaining days towards a future camp. If your child would like to remain on campus for the remainder of camp, whilst in our care you will not be entitled to any refunds.

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.

You will not be entitled to any money back unless you have selected the refund protection option at check out. This will protect your booking should you change your mind about camp.