

	<b><i>Holiday Activities</i></b> Standard Operating Procedure	<b>Section:</b> <b>Page:</b> <b>Date:</b> <b>Review Date:</b>	VA 11.1 1 01/07/2023 01/07/2024
<b>Title :</b> REFUND/CREDIT PROCEDURE		<b>Approved by:</b>	JW/JB
<b>Relevant Forms:</b>			

### Aims

1. To identify the way in which the camp booking procedure should be implemented for maximum effect and minimum confusion.

### Details

SLC will follow the same procedure to ensure optimum efficiency and a consistent approach within this section of the brand.

48 hours' notice is required for all alterations to bookings. All cancellations within 24 hours will not be considered for a credit note; where possible, we will look to transfer your booking to a later date.

Credit notes and transfers will only be given on production of a doctor's note or agreed circumstances with the Holiday Activities Coordinator. All requests must be put in writing and emailed to the Holiday Activities Coordinator.

Forest School and Sylvestrian Leisure Centre cannot take any responsibility for lost, stolen or broken items that children bring to the Holiday Activities Camp. All incidents will be investigated, but without proof or evidence that we are at fault, no refunds will be given.