



## **COMPLETE CRICKET CANCELLATION POLICY:**

### **HOLIDAY CAMPS**

1. Complete Cricket understands that plans and circumstances might from time to time change and therefore seeks to be as flexible as possible in terms of issuing credits and refunds for cancelled sessions.
2. Complete Cricket will issue credits/refunds as follows:
  - a. If a customer wishes to cancel a booking 5 or more working days before the booked holiday camp session is due to take place, a full refund will be issued;
  - b. If a customer wishes to cancel a booking 2-5 working days before the booked holiday camp session is due to take place, they will receive credit which can be applied to future bookings; and
  - c. If a customer wishes to cancel a booking within 2 working days of the booked holiday camp session, no credit or refund will be given.

*For the avoidance of doubt, 'working days' means Monday-Friday; therefore if a customer wishes to cancel a Monday booking, they need to have done so by the Monday before at the latest in order to receive a refund under 2a above.*

3. Complete Cricket reserves the right to cancel a customer's booking if they have fallen into arrears with payments.
4. Complete Cricket reserves the right to cancel days at the holiday camp if there are insufficient bookings to proceed. In such circumstances, customers will be given as much notice as possible (and a minimum of a week's notice).
5. In the event of bad weather at an outdoor camp, Complete Cricket will still run the camp to provide childcare cover for those customers who need it. Other customers can move their booking to another day or retain the credit to use at a later date, should they wish to. No refunds will however be issued.