

RB Kids Club

Cancellation Policy

At the club we aim to fully liaise with parents/carers regarding the sessions that are required per week. At times, the miscommunication between parents/carers and the club can lead to sessions being booked incorrectly or alternatively parents/carers not informing the club that a session is not required.

Therefore, with regards to cancelling a session, we ask for **24 hours** notice that the child will not be attending a session. We appreciate that this is not always possible due to illness or in unforeseen exceptional circumstances.

If however, the club is not informed for reasons other than those stated within the set 24 hour period, we will require the full payment for the session.