



## West Hagley Football Club - Camp Refund & Cancellation Policy

To ensure the smooth operation of our summer camp programme and fair allocation of places, the following refund and cancellation policy applies to all bookings.

### 1. Participant Cancellation

If a parent/carer wishes to cancel a booking, written notice must be provided by email to the club.

- **More than 28 days before the camp start date:** Full refund minus any booking or administration fee (£5)
- **14–28 days before the camp start date:** 50% refund of the camp fee.
- **Less than 14 days before the camp start date:** No refund will be issued.
- **Non-attendance:** No refund will be provided for missed days or sessions.

### 2. Medical Reasons

Where a participant is unable to attend due to injury or illness:

- Refund requests must be supported by appropriate medical evidence (e.g., doctor's note).
- The club may offer a partial refund or camp credit at its discretion.
- Any sessions already attended will be deducted from the refund amount.

### 3. Club Cancellation

If the club cancels the camp due to unforeseen circumstances, including insufficient enrolment, facility issues, or other operational reasons:

- A full refund will be issued; or
- Parents/carers may choose to transfer the booking to another camp date if available.

### 4. Adverse Weather

As football is an outdoor activity, camp sessions will generally continue in wet weather where it is safe to do so.

- No refunds will be given for individual sessions affected by weather.
- If severe weather results in the cancellation of a full camp day, the club may offer a replacement session or refund for that day.

## **5. Behaviour and Conduct**

The club reserves the right to remove any participant whose behaviour is deemed unsafe, disruptive, abusive, or contrary to the club's code of conduct.

- In such cases, no refund will be issued.

## **6. Booking Transfers**

Subject to availability, bookings may be transferred to another participant or another camp date if requested at least 7 days before the camp start date.

The club reserves the right to charge a reasonable administration fee for booking amendments (£5)

## **7. Refund Processing**

Approved refunds will be processed using the original payment method within 14 days of confirmation.

**By completing a booking for the Summer Football Camp, parents/carers acknowledge and accept this Refund & Cancellation Policy.**

*Last updated: June 2026*

This version is typical for UK grassroots football clubs and balances fairness to families while protecting the club from last-minute cancellations that can affect staffing and facility costs