



Payment, Cancellations & Refund Policy

Payment

Fees:

The cost of Hearts and Hands is £45 per day. Full payment must be made in advance of each session. If payment is not received at least 24 hours before the scheduled session, we reserve the right to offer the place to another child.

Payment Method:

We accept payment via bank transfer:

- **Name:** Nightingale Cottage
- **Bank:** NatWest
- **Account Number:** 31160131
- **Sort Code:** 54-21-25

Please note:

A place is only confirmed once full payment and a completed Registration & Consent Form have been received.

Cancellations & Refunds

Cancellations by Parents/Guardians:

- **More than 48 hours before the session:**
A full refund will be issued, minus a £5 administration/resources fee.
- **Less than 48 hours before the session:**
No refund will be issued.
- **Non-attendance (including illness):**
No refunds will be given for missed sessions due to illness or non-attendance. However, we will try to offer an alternative date (subject to availability).

Cancellations by Hearts & Hands:

In the unlikely event that a session must be cancelled (e.g. due to staff illness or unsafe weather conditions), we will offer either:

- A full refund, or
- An alternative session date

Behaviour Policy & Removal

If a child is required to leave the club, or is unable to return, due to a breach of our behaviour policy, no refund will be issued.

