

**Payment, Cancellations & Refund Policy**

**Payment**

**Fees:**

The cost of the club is £45 per day.

**Payment Methods:**

We accept payment via bank transfer to the following:

Name: Nightingale Cottage

Bank: Natwest

Account number: 31160131

Sort code: 54-21-25

**Please Note: Your child is not guaranteed a place until payment and a completed Registration & Consent form have been received.**

**Cancellations**

**Cancellations by parents/guardians:**

More than 48 hours before day of attendance: full refund (minus a £5 admin/resources fee).

Less than 48 hours before day of attendance: no refund.

No refunds will be given for missed days due to illness or no-shows, but we will try to accommodate your child on another day.

**Cancellations by Hearts & Hands:**

In the unlikely event the camp has to cancel (e.g. due to staff illness or dangerous weather conditions) a full refund or alternative dates will be offered.

**Behavioural Removal:**

If a child is asked not to return to Hearts & Hands due to a breach of our behaviour policy, no refund will be issued.