



Team Clubs Cancellation Policy

Team Clubs Cancellation & Refund Policy

At Team Clubs, we understand that plans can occasionally change. As spaces at our holiday clubs are limited, cancellations can impact staffing, activity planning, and availability for other families. Our cancellation policy is designed to ensure fairness for all parties.

Booking Confirmation

All bookings are confirmed once payment has been received in full. Places are allocated on a first come, first served basis and spaces are limited each day.

Parent/Guardian Cancellations




More Than 7 Days Before the Session

Cancellations made more than 7 days before the booked session may be eligible for a full refund or credit towards another session. This will be at the discretion of Team Clubs.

Within 7 Days of the Session

Cancellations made within 7 days of the booked session are non-refundable.





However, at the discretion of Team Clubs, a credit towards another session may be offered:

-  If sufficient notice is provided
-  If alternative sessions have availability
-  Or if we are able to successfully backfill the cancelled space with another booking

Credits are not guaranteed and will be considered on a case-by-case basis.

Missed Sessions & Non-Attendance

No refunds or credits will be issued for:




-  Missed sessions
-  Non-attendance
-  Late arrivals
-  Early collections

This includes absences due to illness, holidays, or changes in personal circumstances.

In exceptional circumstances, Team Clubs may offer a credit towards another session at management discretion, subject to availability and whether the place can be filled.

Illness

If a child is unable to attend due to illness:

-  Refunds will not normally be provided
-  Credits may be considered at the discretion of Team Clubs
-  Any credit offered will depend on availability and whether the space can be reallocated



We kindly ask parents not to bring unwell children to the club to help protect the wellbeing of all children and staff.

Changes to Bookings

Where availability allows, parents may request to move bookings to an alternative date. Requests should be made as early as possible and cannot be guaranteed.

Cancellation by Team Clubs

In the unlikely event that Team Clubs needs to cancel a session due to circumstances beyond our control, parents/guardians will be offered:

-  A full refund, or
-  A transfer to an alternative session where available

Contact Us

If you need to discuss a cancellation or change to your booking, please contact Team Clubs as soon as possible on info@teamclubs.co.uk. We will always aim to be fair and supportive wherever we can.