

Creativity Art Workshops – Holiday Art Camp

Cancellation Policy

Cancellations

- Bookings cancelled **10 days or more in advance** → we'll issue a **full refund**.
- Cancel between **7–9 days before camp** → the amount will be kept as **credit** to use on any of our programmes (holiday camps, private classes, after-school clubs, or Art Parties).
- With **less than 7 days' notice** → we are unable to refund or transfer the booking.

Rescheduling

- Families who wish to switch their child to another day can do so with **at least 48 hours' notice**.
- Changes are always subject to availability and can't be guaranteed.

Weekly Discounts

- When booking a **full week** at our reduced rate, please note that we cannot split or refund single days.

Absences

- If your child misses a day, this cannot be refunded. Their place for the rest of the week remains secure.

Our Approach

- We aim to be supportive and flexible. If exceptional circumstances arise, please get in touch — we'll always do our best to find a solution within reason.

Late Pick-Up Policy – Creativity Art Workshops

We understand that delays can happen, but please note that if children are collected after the agreed pick-up time, a late fee will apply to cover our team's additional hours:

- Up to 15 minutes late → **£10**
- 16–30 minutes late → **£20**
- 31–45 minutes late → **£40**

If you realise you'll be delayed, please contact us as soon as possible on **+44 7943 704266** so we can plan accordingly.

Late fees will be added to your account, and a payment link will be sent. We kindly ask that these are settled before making any new bookings.

Thank you for your cooperation and for supporting our team.

The CAW Holiday Camps Team 🎨