



Kindergarten Holiday Camps – Cancellation Policy

We understand that plans can change. Our cancellation policy is outlined below.

If You Need to Cancel

- Please let us know **in writing** as soon as possible by emailing
Ruth Siller (Operations Manager) – ruth.siller@edinburghsteinerschool.org.uk
Cristina Fernandez (Camp Leader) – Cristina.fernandez@edinburghsteinerschool.org.uk

Refunds

- **More than 30 days before the camp starts:**
Full refund
- **15–30 days before the camp starts:**
50% refund.
- **Less than 15 days before the camp starts or if your child doesn't attend:**
Unfortunately, no refund.

Illness or Emergencies

- If your child cannot attend due to serious illness or injury, please contact us.
- With a doctor's note, we may offer a **partial refund**.

If We Cancel the Camp

- If the camp has to be cancelled by us, you will receive a **full refund**.
- We cannot cover any extra costs you may have already paid (such as travel).

Unexpected Events / Force Majeure

- If the camp is affected by events outside our control (such as extreme weather or government restrictions), refunds will unfortunately not be issued.

Tax Free Childcare Payments

- If your booking was made using tax free childcare, any refunds will be sent to the HMRC who will then credit your Tax Free Childcare account. We cannot refund the amount to you directly and we will require a note of your unique 13-digit childcare account number (beginning '1100') in order to process any refund.