

Creativity Art Workshops

Holiday Art Camps – Cancellation & Late Pick-Up Policy

Creativity Art Workshops is the trading name of **Kreativity Studio Ltd**

Company Number: 16459260

This policy applies to all **Holiday Art Camp bookings** made via our booking platform.

1. Cancellation Policy

Cancellations by Families

- **10 days or more before the camp start date**
→ A **full refund** will be issued.
- **7–9 days before the camp start date**
→ The booking amount will be retained as **credit**, which can be used towards any of our programmes, including:
 - Holiday Art Camps
 - Private Classes
 - After School Clubs
 - Art Parties
- **Less than 7 days' notice**
→ We are **unable to offer a refund or transfer** of the booking.

All refunds and credits are processed in accordance with our booking platform and may take up to **10 working days** to be completed.

2. Rescheduling

- Families may request to move their child to an alternative camp day with **at least 48 hours' notice**.
 - All changes are **subject to availability** and cannot be guaranteed.
 - Requests made with less than 48 hours' notice cannot be accommodated.
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3. Weekly Bookings & Discounts

- When a **full week is booked at a reduced rate**, individual days **cannot be split, refunded, or transferred**.
 - If notice is given at least **7 days before the first day of the booked week**, the cancellation terms above will apply.
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4. Absences

- If a child is unable to attend a booked day, this is **non-refundable**.
 - The child's place for the remainder of the week will remain secure.
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5. Our Approach

We aim to be fair, supportive and transparent. In the event of **exceptional circumstances**, families are encouraged to contact us as soon as possible. While we cannot guarantee changes outside this policy, we will always consider requests **within reason and subject to availability**.

Late Pick-Up Policy

Children must be collected at the **agreed pick-up time**. Late collections impact staff supervision and venue use.

The following late pick-up fees apply:

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

If you anticipate being delayed, please contact us as soon as possible via [✉ info@creativityartworkshops.com](mailto:info@creativityartworkshops.com).

Late pick-up fees will be added to your account and a payment link will be issued. All outstanding fees must be settled **before making any future bookings**.