



Camp Epic Ltd.
Sports Centre, Skills Campus
Meppel Avenue
Canvey Island
Essex
SS8 9RZ

Cancellation Policy

Policy statement

All bookings and payment protection are subject to the right to cancel in writing (by e-mail to us) within seven (7) working days from the date that you receive an e-mail acknowledgment of the booking pursuant to the Consumer Protection (Distance Selling) Regulations 2000.

We shall have the right at all times during the provision of our services to exclude your child from partaking in activities if you or your child use any disruptive, disturbing, threatening, bullying aggressive or violent behaviour to us, any of our employees, sub-contractors or any other person or child (or their family members) partaking in, or present during the provision of, the services at any time.

If your child repeatedly disrupts a session or sessions, if we have to repeatedly exclude your child from activities, if you are repeatedly late in dropping off or collecting your child, or in the event of any other unacceptable behaviour on your or your child's part, we shall have the right to cancel your booking(s) with us in its or their entirety. In this circumstance, you will not, unless we have otherwise agreed, be entitled to a refund for your booking and we will not be liable for any losses, costs, or other charges incurred by you as a result of a cancellation of your booking in these circumstances.

Outside of this seven working (7) day period all bookings confirmed by us are final and non-refundable.

Other than if our holiday kids' camp venue is closed due to the Coronavirus, we will first offer you an alternative venue. If this is unacceptable or not possible we will offer you credit for the total booking made, or a full refund.

	Camp Epic	<i>(name of a provider)</i>
On	1st October 2021	<i>(date)</i>
Date to be reviewed	1st October 2022	<i>(date)</i>
Signed on behalf of the provider	<i>J. Barnard</i>	
Name of signatory	Janine Barnard	
Role of signatory (e.g. chair, director or owner)	Director	

Company Number: 10178716

Registered Address: Sports Centre, CSC Meppel Avenue, Canvey Island, Essex SS8 9RZ