



## Children's Activities Terms and Conditions

- a) To secure a place on Chesterton's Youth Programme and Play Scheme, payment **must** be received at the time of booking. No spaces will be held or reserved without payment.
- b) Your place is guaranteed when your re-enrolment form and payment are received. Children wishing to re-enrol onto the same activity will be given preference during the first week of the re-enrolment process. After this time the activities are opened up to new applicants. The enrolment process is on a first come first served basis.
- c) If you cancel your place prior to the start of term you will receive a full refund. If you cancel your place after the first 7 days no refund will be given. Instead you will be refunded the remainder of the course.
- d) The sports centre reserves the right to cancel or change classes without prior notice. In this event we will add the missed lesson to the end of the term or offer a credit note to the value of any cancelled lessons.
- e) If your child is sick you do not need to telephone if they are going to miss one or two weeks, if it is likely to be longer then please let us know. Refunds and credits are not given for sickness unless a valid doctor or hospital letter is produced.
- f) If you have any suggestions or complaints about our activities or staff then please complete a customer comment form located at reception. Alternatively please feel free to speak to the Duty Manager.
- g) On rare occasions that lessons are cancelled due to staff sickness, we will extend or re-arrange the lessons where possible. If this is not possible we will issue a credit note.
- h) Children with special needs and disabilities are welcome at Chesterton's youth activities, although we do not employ specially trained staff and do not offer specific disability lessons.
- i) Any child who causes persistent disruption or compromises class safety may be removed from the scheme. Refunds in this instance will be at the discretion of the Centre Manager.
- j) Youth programme bookings may be taken up until the 2<sup>nd</sup> week from the start date of the courses. After this no bookings will be taken.
- k) Youth programme classes require a minimum of 5 people to run. If the class has not secured 5 participants 7 days before the term commences the class will be cancelled and any booked participants will be refunded.