



Little Goose Play Cafe
21 West Street, Tavistock, Devon, PL19 8AN
www.littlegooseplaycafe.com

Cancellation Policy

We understand that plans can change, and we aim to be as fair and transparent as possible while keeping sessions running smoothly for all families.

Play Sessions

- All play session bookings are **non-refundable** if cancelled by the customer.
- If you provide **at least 4 hours' notice**, we are happy to **transfer your booking to another available session**.
- Transfers are subject to availability and must be used within a reasonable timeframe agreed at the time of change.

Workshops & Special Events

- Bookings for workshops and special events are **non-refundable and non-transferable** if cancelled by the customer.
- Due to limited spaces and preparation requirements, we are unable to make exceptions.

If We Need to Cancel

- In the unlikely event that we need to cancel a play session, workshop, or event, customers will be offered:
 - A **full refund**, or
 - The option to **transfer to another session** (subject to availability)