



Cancellation Policy Little Explorers

Cancellation Due to Weather

Our club take place outdoors in all weather, if it's safe to do so. Wind of over 35mph and thunderstorms are too dangers to be out in. Where possible we will aim to use an indoor space to run the session. If, for any reason, that isn't possible, and we must cancel, we will issue you with a credit for the session or arrange for you to attend an alternative session.

Cancellation by Parent/Carer

Cancellations made more than 7 days before the start of the term can receive a refund. A cancellation made within 7 days of the term start date will only be eligible for a refund if we're able to find someone to take that space. Please contact us directly at info@secretadventurersclub.com to discuss this.

Cancellation Due to Illness

If your child is unable to attend due to illness, we won't be able to offer a refund.

COVID 19

In the extraordinary circumstances that the Covid-19 pandemic presents, we have altered our cancellation policy. This is to give you peace of mind and confidence in an uncertain time. Our policies in various circumstances are as follows:

Closure of nature club due to local or national lockdown measures

Customer can either transfer their classes to another term or receive a refund for remaining sessions.

Closure of nature club due a member of staff catching COVID-19

Where possible we will attempt to extend the term to make up for lost sessions. If this isn't possible, we will offer families a credit towards another term or a refund for the session/s missed.

Any refunds will be made back to the payment method that was used to book.