

20. Cancellation and Refund Policy

Purpose	To give families transparent rules on cancellations and refunds.
Applies to	Paid activity bookings.
Policy owner	Managing Director
Review	At least annually and sooner following an incident, legal change or material service change. Next scheduled review: August 2027.

- 7 days or more before the session: full refund or transfer to another available session.
- Between 48 hours and 7 days before the session: 50 percent refund or one transfer to another available session, subject to availability.
- Less than 48 hours before the session or non attendance: normally no refund.
- Serious illness or exceptional circumstances may be considered at management discretion.
- If Help n Care cancels a session, the parent or carer may choose a full refund or transfer to another available session.
- Where a place is not approved following the pre booking assessment, no session fee is due.