



4Wards Multi-Activity understands that there may be situations that arise in which you have to change your booking arrangements.

Due to staff/child ratios however, there may be a scenario where you will still be charged for your place and we will not be able to offer a refund.

**Our refund policy is:**

- 4Wards Multi-Activity. operates a tiered refund policy
- Once you have made your booking, you have the right to a 100% refund for the 48 hours following the date you made your booking
- After this period, 4Wards Multi-Activity offers a 50% refund for cancelled bookings up to 48 hours before camps begin
- Within 48 hours of camps starting, no refunds will be offered
- Bookings made during camps will not be subject to a refund

As the consumer, we fully recognise your right to refund if you are not satisfied with the service provided, as long as your expectations of service are in line with the description of services offered.