

Refunds Policy

Cancellations and Refunds:

Holiday Clubs - Bookings may be cancelled or altered (subject to availability) up to 3 weeks before the date of the booking for a full refund.

Between 3 weeks and one week before the date of the booking, you may change your booking or cancel and receive a credit note. This will incur an admin charge of £5.00.

7 days prior to the booking no refunds or credit notes will be given.

If your child is sick and does not attend, you will still need to pay for the session.

Orokolo holiday clubs run whatever the weather - in the unlikely event of extreme or dangerous weather conditions Orokolo holiday clubs reserves the right to cancel the holiday club session in this instance a credit note will be offered if the session is cancelled before midday.

Birthday Parties - Bookings are secured with a non-refundable deposit. Deposits are non-refundable but transferrable with more than 2 weeks' notice. In the unlikely event of extreme or dangerous weather conditions Orokolo holiday clubs will consult with the customer with regards rescheduling the party at everyone's nearest convenience.

After School Clubs - After School Clubs are booked on a termly basis and can only be refunded 4 weeks before term begins.

Orokolo holiday clubs is under no obligation to refund or transfer your money in the event that you are unable to attend part of or the entire course. We regret that we are unable to offer an alternative for missed lessons. Unfortunately, what seems like one simple request is an impractically burdensome administrative task when spread across many children.

If your child is sick or does not attend, you will still need to pay for the session. If your child is not attending the club on their usual day, please contact Orokolo holiday clubs office directly (not the school office).

School Closure or Strike Action: As per our T&Cs unfortunately the school closure is beyond our control, and we cannot refund/provide credits for these sessions.

No refunds will be provided if we are not able to open the After School Club due to a reason that is beyond our control.

Refunds will only be issued in the unlikely event of cancellation of a class or workshop by Orokolo holiday clubs and will not be issued for situations out of our control, i.e. weather, school closures, acts of god or zombie invasions. In such circumstances Orokolo holiday clubs may, but shall not be obliged to, offer

rescheduled sessions. This is very much dependent on the school venue availability.

Please ensure you arrive to collect your child promptly. If you are running late, please contact Orokolo holiday clubs office on +44 7719 344 522 so that arrangements can be made for staff to stay on site with your child. We need to retain two members of staff on site with any children. We therefore have a late collection fee to cover their additional hours. The late fee is £10.00 for each 20x mins.