



Booking and Cancellation Policy

Bookings

- Bookings can be made in advance via our booking system
- It is advisable to pre-book as sessions get booked up quickly and we only allow a maximum of 20 children per session
- Names for children and adults will be taken for each session for our fire safety list. Please inform us if you are leaving early so we can cross you off the list accordingly
- We do allow 'walk-ins', however, we may not be able to accommodate you if we are full, so it is always best to ring beforehand to check how busy we are

Cancellations

- We do understand that children get ill and you may not always be able to attend your booked session. To allow for this, you may transfer a confirmed booking once only to another session within 14 days of the original booking
- Transfers must be completed online a minimum of three hours before the start time of your originally booked session
- To transfer your booking, please send us a message through the Contact Form on our website, stating your name and the date and time of the booking you wish to cancel. Please also include the date and time of the session you wish your booking to be transferred to.
- If we cancel your session for any reason, you will be offered a refund or to transfer to another session.