



thames valley adventure playground CIO

supporting children & adults with special needs and their families

Registered Charity Number 1201368

TVAP Cancellation Policy

Families and Individual bookings

If you need to cancel

We understand plans change. Please let us know **as early as you can** by phone or email.

- Cancellations made **48 hours or more** before your session: **no charge**.
- Cancellations made **within 48 hours** of your session: **full session fee may still apply**, as staffing and preparation will already be in place.

Non-attendance

If you do not attend your booked session and haven't contacted us, the session will be **charged in full**.

Late arrivals

We'll always try to accommodate you, but your session may be shortened. The **full session fee still applies**.

Exceptional circumstances

We know that emergencies and health needs can arise suddenly. If your cancellation is due to illness or other exceptional circumstances, please let us know — we will always respond with sensitivity and fairness.

Group bookings

If you need to cancel

We understand plans change. Please let us know **as early as you can** by phone or email.

- Cancellations made **2 weeks or more** before your session: **no charge**.
- Cancellations made **within 2 weeks** of your session: **full session fee may still apply**, as it will be harder to fill the spaces at such short notice.

Non-attendance

If you do not attend your booked session and haven't contacted us, the session will be **charged in full**.

Late arrivals

We'll always try to accommodate you, but your session may be shortened. The **full session fee still applies**.

If TVAP needs to cancel

If we must cancel due to staffing, safety or operational reasons, we will contact you as soon as possible and offer:

- a **full refund**, or
- **transfer to another suitable session**.