



Testlands, Green Lane • Southampton, Hampshire  
Phone: 023 8202 6700 • [contactus@testlands.com](mailto:contactus@testlands.com)  
Web: [www.testlands.com](http://www.testlands.com)

## **Child Absence and Club Cancellation Policy**

### **Child Absence**

In the case that your child is absent from the club, you must phone us (email if there is no answer) no later than 08:00 on the day of absence.

Contact details;

Email: [contactus@testlands.com](mailto:contactus@testlands.com) / [thc@testlands.com](mailto:thc@testlands.com)

Phone: 02382 026700

We do not offer refunds due to absence.

### **Club Cancellation Policy and Procedure**

It is not Testlands policy to issue cash refunds for any cancellations due to absence or otherwise. If a credit note is issued (see below), the credit note will only be valid for a period of 12 months from the date of issue.

**Club Cancellations Procedure** (including child sickness and Testlands having to cancel the club):

We require at least 3 full days notice of cancellation before the day your child is due to attend to issue a 100% credit note. Unless the cancellation is due to illness in which case, you can inform us the morning of.

In the extreme circumstance that Testlands have to cancel a holiday club, we will inform you no later than 19:00 the evening before the day in question.

**Last reviewed:** September 2023

**Date of next review:** September 2024

Signed by: B. Stanley