Testlands, Green Lane ● Southampton, Hampshire 

Phone: 023 8202 6700 ● contactus@testlands.com

Web: 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 / 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