



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 (leave a message if there is no answer) or email us to inform them your child will not be attending the club, no later than 08:00 on the day of absence. Contact details are below:

Email: contactus@testlands.com. Phone: 02382 026700

We do not offer refunds due to absence. However, if you follow this absence procedure, there will be an opportunity for you to book your child onto another holiday club day that they are not booked onto.

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.

If your child is absent due to showing symptoms of COVID-19 then you will receive a 50% refund.

If your child is sent home due to high temperature or COVID-19 symptoms you will NOT receive a refund.

If Testlands cancel your booking due the closing of a bubble or site then you will receive a full refund.

Last reviewed: September 2021

Date of next review: September 2022