



Refund & Cancellation Policy

Cancellation by customer:

Cancellation with 48 Hours' notice: If you wish to cancel or amend a booking, you must send us an email to info@swansfoundation.org.uk providing at least 48 hours' notice before the start of the event. Upon cancellation with adequate notice, you will receive a voucher code equivalent to the booking amount. This voucher is redeemable against future soccer camps, subject to availability, and must be redeemed through our online booking system. The voucher code must be used within 6 months from the date of issue. It can be applied to events scheduled beyond the 6-month window if booked within the initial 6-month period.

Cancellation with less than 48 Hours' notice: In cases where cancellation is made with less than 48 hours' notice before the start of the event, no refund or voucher will be provided, except in exceptional circumstances.

Cancellation by Swans Foundation:

If we need to cancel a booking before the start of the event, you will receive a voucher code equivalent to the value of the camp. This voucher can be used towards another camp of your choice.

General Conditions:

- Wherever possible we will look to deliver camps at venues with some indoor provision in the event of bad weather. However, this is not always possible at all venues. We will not cancel a camp if the weather is bad (raining/windy) and participants have to play outdoors. Customers will not be entitled to a refund voucher in this situation. However, if we deem the weather to be particularly bad and or dangerous, we may cancel a soccer camp at short notice and issue customers with a voucher code as way of a refund.
- All requests for refunds or vouchers must be made via email to info@swansfoundation.org.uk.
- Refunds or vouchers will be processed within 10 working days of receiving the cancellation or postponement notice.
- All courses, activities, and venues are subject to change based on weather conditions, programming, and attendance levels.
- In the event of a cancellation or postponement, notifications will be sent via email to the address provided during registration.
- If the soccer camp is moved to a different location, we will ensure that the new venue is of comparable quality to the advertised location.

For any inquiries or further assistance, please contact us at info@swansfoundation.org.uk.

**customers refer to people making the booking on behalf of children attending – this could be a parent/guardian, grandparent or other.*