

S4A GROUP LTD



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S4A CANCELLATIONS / CREDIT POLICY

At S4A, we do not issue cash refunds for cancellations. However, we offer the flexibility to transfer cancelled sessions to another day or to receive a credit note, which remains valid for six months from the date of issue.

Parents must contact us within 48 hours of making a booking to apply credit to that booking. After this, credit cannot be applied to the booking and payment must be paid in full.

For breakfast clubs and holiday clubs, kindly notify us before the session begins in order to qualify for a credit note or transfer. Unfortunately, if the cancellation occurs after the session has started, no credit will be issued.

For after school wraparound care and clubs, kindly notify us before 12:00 on the day of the session in order to qualify for a credit note or transfer. Unfortunately, if the cancellation occurs after 12:00 on the day of the session, no credit will be issued.

This applies to all sessions by S4A Group Ltd.