



P-zazz: Refund Policy – Information for Parents

If a P-zazz Club session has to be cancelled, every effort is made to arrange a replacement session so the children aren't disappointed. We are proud of our record that over 99% of our sessions go ahead as planned. On the occasions where this isn't possible, credit or refunds are applied using the following criteria:

Sessions missed due to unavoidable Leader absence

On the occasions where P-zazz has to cancel a session due to unavoidable staff absence, a credit note is placed on the account of the child.

Refunds and credit notes are administered towards the end of each term. We email parents with the details of their credit and give them an option of a refund if the amount is greater than £5 / €6. If it is smaller than £5 / €6, the parent can elect to have the amount contributed towards their child's school fund or to our elected charity 'Place 2 Be'.

Sessions missed by the child

We regret that we are unable to refund or credit missed sessions where the child is unable to attend due to illness or other reasons.

In exceptional cases where the child has been unable to attend a number of sessions through illness or serious circumstances, the parent should contact the P-zazz Office to discuss the situation.

On the rare occasions where a child doesn't wish to continue, the parent can contact the P-zazz Office. We simply ask for two weeks' notice and we will refund any missed sessions after this notice period at the end of term.

Sessions missed for any other reason

We regret that we are unable to refund or credit missed sessions due to cancellations out of our control. These include, but are not limited to, snow closures, school trips, strikes and floods.

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