



## **Happy Hub Soft Play Refund Policy**

### **What happens if we cannot provide the services?**

If, for any reason, we cannot provide the services at the session/date you have booked, you may choose either to attend another same priced session (ticket transfer), or alternatively you can cancel the contract (in which case we will provide you with a full refund).

### **What happens if you cannot attend the session you have booked?**

All bookings are non-refundable (other than in the circumstances described above.) Therefore, if you are unable to attend the Session you have booked for any reason, you will not be entitled to a refund. However, should you notify us within 24 hours before the session we will try to reschedule your session for an alternative time subject to availability. Ticket transfer requests after this time period cannot be changed. We are unable to offer refunds or ticket transfers for our “Seasonal Special Events”.

The provisions of Part 3 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (concerning your right to cancel) do not apply to the contract between us, on the basis that the contract falls within the exemption set out in section 28(1)(h) of those Regulations (services related to leisure activities where the contract provides for a specific date of performance).

### **Exclusive Private Party hire**

Party hire bookings require 100% payment to secure the date and services and are non refundable. The full amount must be paid a minimum of 14 days before the party date, otherwise we reserve the right to cancel the party and the date will be reoffered to other customers. However, should you provide 4 weeks notice (28 days), we may be able to transfer the hire date and services.

### **Non-Exclusive Private Party hire**

Non-Exclusive Party hire bookings require 100% payment to secure the date and services if you require a room host and want to book the party room. This is non refundable. The full amount must be paid a minimum of 14 days before the party date, otherwise we reserve the right to cancel the party and the date will be reoffered to other customers. Should 4 weeks notice (28 days) be given, we may be able to transfer the hire date and services.

Contact [happyhub@thenetchurch.co.uk](mailto:happyhub@thenetchurch.co.uk) for any other questions or queries.