



Cancellation Policy

- For cancellation of a booking, Vara Sports Ltd will require 72 hours' notice prior to the activity start date.
- As Vara Sports Ltd operates a no refund policy, customers who cancel their booking before the 72 hours' notice period will receive a full credit note which will be placed onto their Vara Sports account and will be valid for 12 months from the date of issue.
- No credit notes will be issued for activities which are cancelled within the 72 hours' notice prior to the activity start date.
- No credit notes will be issued for any cancelled individual activity sessions that form part of a weekly block booking. Credit notes will be issued for whole weekly block bookings which are cancelled within the 72 hours' notice period prior to the activity start date.

Cancellation on medical grounds

- If the Participant is unable to attend because he or she is ill or injured, We will offer You a Voucher for all fees paid, provided that You notify Us of the illness or injury at least 24 hours before the Camp starts. We will require a letter from the Participant's doctor as proof of the illness or injury before issuing the Voucher. This voucher will be valid for any comparable Booking made on any of Our Camps in the same or following year (subject to availability). The Voucher is transferable to any family member and may be used on any Camp that We offer. Please note that the voucher has no monetary value and cannot be exchanged for cash.
- Participants who leave early during their Camp due to illness or injury will receive a pro-rated voucher with a value that is pro-rated to the unused proportion of the Camp. This can be used as a credit against any Booking on any of Our Camps in the same or following year. The voucher is transferable to any family member and may be used on any Camp that we offer.

Cancellation by Us (Force Majeure)

- Due to circumstances beyond our control including insufficient participation, natural disasters such as floods, warfare, security concerns or disease outbreak, We may cancel, move or postpone a Camp. If we postpone or cancel a Camp for any reason we will provide you with a Voucher for a place for the participant at a comparable Camp at one of our locations in the same or the following year (but You will not be entitled to a cash refund). If we move a Camp from the advertised location to another location and provided that in Our reasonable opinion the Camp in the new location will be of comparable quality to the Camp in the advertised location.

Cancellation by Us (Covid-19)

- We shall be entitled to cancel a Camp at any time up to the start of the Camp if, in our reasonable opinion the operation of the Camp is impossible, illegal or materially difficult or if the operation of the Camp is likely to be uneconomic due to circumstances arising from the Covid-19 pandemic. We may exercise the right to cancel if circumstances arise or are reasonably likely to arise such as a further wave of cases, a further or continuing periods of lockdown or new or continuing Governmental restrictions which, in our reasonable opinion are likely to a) prevent or restrict travel to the camps by a significant number of participants; or b) make the operation of the Camp impossible, illegal or materially difficult; or c) render the operation of the Camp uneconomic. If We postpone or cancel a Camp for reasons defined in this clause, then we will provide you with a full refund of all fees paid providing you made the booking after 1st September 2020 and your booking was not made with a Voucher from a previous year.