

# Cancellation Policy – Charlie Park

We understand that plans can change, so here's everything you need to know about our cancellation policy:

## Party Bookings

- We're happy to **reschedule** your party to an alternative date (subject to availability).
- The **£100 deposit is strictly non-refundable**.
- If you cancel **with more than 7 days' notice**, we'll refund the amount paid **excluding the deposit**.
- If you cancel **within 7 days** of your party:
  - You can **change the date free of charge** OR
  - Receive a **credit note for 20% of the total party cost (after the £100 deposit is deducted)**.

## Soft Play Bookings

- If cancelled **with more than 48 hours' notice**, a **full refund** will be issued.
- If cancelled **within 48 hours**:
  - You can **change the date free of charge** OR
  - Receive a **credit note** for a future booking.

We appreciate your understanding and can't wait to welcome you soon!