

Refund Request Form

Thank you for getting in touch. We're sorry you're unable to attend. Please complete this form to request a refund. Our team will review your request in line with our **Refund Policy**, which can be found in our Terms and Conditions.

Parent/Guardian Details

Full Name	
Email Address	
Phone Number	
Customer ID	
Booking ID	

Child/Children Details

Child's full name	
Camp location	
Dates missed or cancelled	

Reason for Refund request *(Please tick the most relevant reason)*

☐	Illness (with doctors note)
☐	Change of plans
☐	Duplicate booking
☐	Cancellation due to unforeseen circumstances
☐	Other (please specify)

Preferred outcome: *(Please tick)*

☐	Full refund
☐	Credit for future booking

Declaration:

I confirm that the above information is accurate and understand that this request is subject to Barracudas' refund and cancellation policies.

Signature:

Date:

Please email this form along with any supporting information to info@barracudas.co.uk

Please note: Refund claims must be submitted to Central Office for consideration within 14 days of the last day of camp in the given season for which you require the refund.

Please note: We are not able to refund Edenred vouchers back to customers directly. We can leave it as a credit on account, send to an alternative provider or return to employer directly. Bravo Benefits charge customers £25 per refund.