

Booking and Cancellation Policy



How do I book a session?

1. Contact Suntrap to check availability of your date(s).
2. We will send you a booking form that you must complete and return to confirm the dates you wish to book.
3. On receipt of the booking form, we will send you an invoice and instructions for how to pay on Waltham Forest e-store.
4. Payment must be made at least 7 days prior to the session.
5. You will receive an automated receipt of payment from Waltham Forest and an email from Suntrap to confirm the booking.
6. If you haven't paid or don't receive the email from Suntrap, your child has not been allocated a place so please contact us to check.

What do I do if I need to cancel a session?

More than 21 days notice – full refund or credit note

Between 7 and 21 days – credit note

Less than 7 days – no refund

What will happen if Suntrap cancels a session?

In the event that a decision is made to cancel a session, we will contact parents/carers at the earliest opportunity and book your child onto another session of your choice in lieu.