<u>Refund Policy – Ticketed Sessions</u>

Effective Date: 19th July 2025

Thank you for booking a Ticketed Session with BwD Leisure. We strive to create a fun and safe environment for all guests. Please read our refund and cancellation policy carefully before booking.

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1. Booking Cancellations (Customer-Initiated)
- We operate a **No Refund** policy
- **Exchange Policy** will be permitted up to and including the day before the booking.
- **Exchanges** will not be permitted on the day of the booking

All cancellation requests must be made in writing to bwdleisure@blackburn.gov.uk

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2. No Shows

Failure to attend your booked session without prior cancellation will be considered a **no-show** and is **non-refundable**.

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3. Late Arrivals
- Entry may be denied if you arrive **after the safety briefing has started** (typically within the first 5–10 minutes of the session).
- No refunds will be issued for late arrivals.

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4. Medical or Emergency Cancellations

If you are unable to attend due to a **medical emergency**:
- A refund or credit may be issued **at our discretion**, provided:
  - You notify us as soon as possible
  - You provide a valid medical note (if requested)

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5. Facility Cancellations

In the rare case that we cancel a session. You will receive a **full refund**, or you may choose to **reschedule**.

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6. Private Hire / Party Bookings

For private inflatable session bookings (e.g., birthday parties or group hire):
- A **deposit** of £150 is required to secure the booking.
- This **deposit** would be refunded if the booking was cancelled with more than **7 days notice**
- The remaining balance is due 7days before the event.
- Cancellations:
  - More than 7 days before = Full Refund
  - Less than 7 days = no refund, but rescheduling may be offered (subject to availability)

7. How to Request a Exchange

Please email us at bwdleisure@blackburn.gov.uk with:

- Your name
- Booking date/time
- Reason for exchange request

We aim to respond within **3 business days**.