



Twiglit and Spriglit Booking Policy

Twiglets and Spriglets

Are shared experiences. We ask that at least one grown-up comes along with their child or children and stays for the whole session.

- Grown-ups remain responsible for their children while we explore, play and discover together.

Holiday Club and Sapling's

- Children are expected to attend without their parents for Holiday Clubs and Sapling's Sense Outside will take responsibility for the children.

If you need to cancel

- For one-off sessions, you can cancel up to 48 hours in advance for a full refund or transfer. Cancellations within 48 hours will not be refundable. Cancelling Block / Term Bookings
- For families booking a full term, we're not able to refund or reschedule missed sessions, but your place will always be waiting for you. If Sense Outside cancels
- Very occasionally, we may need to cancel a session (for example, due to unsafe weather conditions).
- If this happens, we shall enable a pro-rata credit for you for the following term

Date of policy 31 August 2025 Review in 3 years