

Cancellation, Rescheduling & Refund Policy

At Little Minds Play Studio, we understand that plans can change. Our Cancellation, Rescheduling & Refund Policy is designed to be clear and fair, while allowing us to appropriately plan our staffing, venues, resources and materials for each booking.

By making a booking with Little Minds Play Studio, you acknowledge and agree to the terms outlined below.

Weekly Playgroup Sessions

Cancellations

- Cancellations made **24 hours or more before the scheduled session** are eligible for a refund or transfer to another available session, subject to availability.
- Cancellations made **less than 24 hours before the scheduled session** are **non-refundable**.
- If you are unable to attend, we ask that you contact us as soon as possible, even if you are outside the applicable cancellation period.
- Failure to attend a booked session without prior notice will be considered a **no-show and is non-refundable**.

Rescheduling

- Weekly playgroup sessions can be rescheduled **up to 12 hours before the scheduled session**, subject to availability.
- Rescheduling requests made **less than 12 hours before the session** will be treated as a cancellation/no-show and the booking will be **non-refundable**.
- Rescheduled bookings must be transferred to an available session and cannot be exchanged for cash.

Parties & Private Events

Parties and private events require advance planning, staffing, venue arrangements, materials and preparation. For this reason, a 7-day notice period applies.

Cancellations

- Cancellations made **7 days or more before the scheduled party or private event** may be eligible for a refund of amounts paid, in accordance with the booking terms.
- Cancellations made **less than 7 days before the scheduled event** will result in the **booking deposit being retained by Little Minds Play Studio**.
- Where a balance has been paid in addition to the deposit, any eligible remaining amount may be refunded in accordance with the booking terms.
- Cancellations made on the day of the event, or failure to attend the event, will be treated as a cancellation within the 7-day period and the **deposit will be retained**.

Rescheduling

- Parties and private events can be rescheduled **up to 7 days before the scheduled event**, at no additional rescheduling charge and subject to availability.
- Rescheduling requests made **less than 7 days before the event** will be treated as a cancellation.
- If a booking is cancelled within 7 days and the customer wishes to book a new date, a **new booking and payment must be made** based on the current pricing and availability.
- The original deposit will not automatically be transferred to a new booking.

Pop-Ups, Workshops & Special Events

Cancellations

- **All bookings for Little Minds Play Studio pop-ups, workshops and special events are non-refundable**, regardless of when the cancellation is made.
- Cancellations made before the event are not eligible for a refund.
- Failure to attend a booked pop-up, workshop or special event will be considered a **no-show and is non-refundable**.

Rescheduling

- Pop-up, workshop and special event bookings generally **cannot be rescheduled by the customer**.
- Where Little Minds Play Studio specifically offers a rescheduling option for an event, this will be communicated to customers and will be subject to availability.
- Where a transfer of a booking to another person is permitted for a particular event, customers must contact Little Minds Play Studio before the event to arrange the transfer.

Refunds

Where a refund is available under this policy, it will be processed to the original payment method.

Refunds will not be provided where a booking falls outside the applicable cancellation period or is otherwise identified as non-refundable under the terms of the relevant service.

Any approved refund may take several business days to appear, depending on the payment provider and financial institution.

Nothing in this policy is intended to exclude, restrict or modify any rights a customer may have under the **Australian Consumer Law**. Where the Australian Consumer Law provides a customer with a right to a remedy, those rights continue to apply.

Cancellations or Changes by Little Minds Play Studio

While we make every effort to deliver sessions and events as scheduled, Little Minds Play Studio may occasionally need to cancel, postpone or significantly change a session or event due to circumstances outside our reasonable control.

This may include severe weather, venue closure, safety concerns, illness, or other unforeseen circumstances.

If Little Minds Play Studio cancels a booking, affected customers will be contacted as soon as reasonably possible and will be offered an appropriate alternative, which may include:

- transfer to another available session or event;
- rescheduling to a new date; or
- a refund, where applicable.

Where an alternative date or session is offered, customers will be given reasonable notice and the available options will be communicated at the time.

How to Cancel or Reschedule

All cancellation and rescheduling requests must be made directly to Little Minds Play Studio.

The applicable notice period is determined by the **date and time Little Minds Play Studio receives your request**.

We recommend contacting us as soon as you know you are unable to attend, even if you are outside the applicable cancellation or rescheduling period.

By completing a booking with Little Minds Play Studio, you acknowledge and agree to this Cancellation, Rescheduling & Refund Policy.