



Hydro Pool Cancellation Policy

Date reviewed: February 2025

Date to be reviewed: February 2028 (or as and when required)

At Ivy House School Hydro Pool, we value our customers and strive to provide you with the best experience possible. In order to maintain a fair and efficient scheduling process, we have established the following cancellation policy:

Cancellation Notice:

To cancel or reschedule your appointment, please notify us at least 24 hours in advance. You can reach us at pool@ivy.set.org

Late Cancellations:

Cancellations made less than 24 hours prior to your scheduled appointment will be subject to a cancellation fee of £11.00

No-Show Policy:

If you fail to show up for your scheduled appointment without prior notice, you will be charged a no-show fee of £11.00. This fee will be applied to your booking the next time you attend, or you may be required to pay prior to scheduling any future appointments.

Cancellation by Us:

In the rare event that we need to cancel your appointment, we will provide you with as much notice as possible and will do our best to reschedule you at a convenient time.

Exceptions:

We understand that emergencies can happen. If you have a legitimate reason for a last-minute cancellation, please contact us directly, and we will consider waiving the cancellation fee on a case-by-case basis.

Agreement:

By booking an appointment with Ivy House School, you agree to abide by this cancellation policy.

Thank you for your understanding and cooperation.

Contact Us:

For any questions regarding this policy, please do not hesitate to contact us at pool@ivy.set.org