

Fusion Camps Cancellation/Refund Policy



At Active Fusion, we understand that unforeseen circumstances may arise, and we strive to accommodate our participants while maintaining the integrity of our events for all participants. Please review our refund policy below:

1. General Refunds

Refunds for Camp ticket cancellations are generally not provided. However, if we receive notification of a cancellation at least 5 days prior to the event, a refund will be issued excluding Eventbrite fees, which are non-refundable.

2. Vouchers for Future Camps

In certain cases, vouchers for future Fusion Camps may be issued at our discretion, based on personal circumstances. These vouchers must be used for the soonest available camp, are non-transferable and can only be used by the original ticket holder. They cannot be exchanged for cash or used for any other events outside of Fusion Camps.

3. No-Shows

No refund or voucher will be provided if a participant fails to attend the camp without prior notice. If your child fails to attend for more than two days without prior communication, we reserve the right to cancel any remaining or future tickets for that camp period in order to free up spaces for other families in need. If your child is no longer able to attend camp for any reason, please notify us as soon as possible so that we can make necessary arrangements and offer the place to others.

4. Exceptional Circumstances

We understand that emergencies happen. If you believe your situation warrants special consideration, please contact us as soon as possible. Any refund or voucher issuance outside of the conditions stated above will be at our sole discretion.

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5. Attendance Form Requirement

To ensure we provide your children with a safe, fun, and inclusive experience at Fusion Camps, we kindly remind all parents and guardians that a fully completed attendance form is required for every booking, regardless of venue or ticket type. The attendance form allows us to collect essential information such as emergency contact details, dietary requirements, and any additional needs or medical information relevant to your child. This information is vital for us to deliver the highest standard of care and support throughout the camp. Please note that we reserve the right to refuse entry at the door for any bookings that do not have a completed attendance form.

6. Contact Information

For cancellation requests or further inquiries regarding refunds, please contact us at [01302 637276](tel:01302637276) or info@activefusion.org.uk