

## **Payment, refunds and transfers policy**

**September 2021**

This policy aims to outline all procedures related to payments, refunds and transfers for children's play groups, parent workshops, parent courses and 1:1 programmes.

### **For children's play groups:**

#### Payments

1. Full payment must be received prior to the session via Bookwhen.
2. We accept payments via PayPal only. You do not need an account to be able to use this service, but please let us know if you are having problems.
3. Payments that are not received prior to a session will result in your child's place being available for other children.
4. If full payment is not received prior to attending a session, you may be turned away if we are already at full capacity for that class. Payment will be required at the time of attending if space is available.

#### Refunds

1. We are unable to offer refunds for cancellations that you make to any of our classes, unless in exceptional circumstances\*.
2. Should we cancel a class that you are due to attend, you will be informed immediately and a full refund will be issued within 48 hours.

#### Transfers

1. You may transfer your booking any time up until 24 hours prior to the class. You can do this via your Bookwhen account. This allows us enough time to offer your child's place to someone else.
2. We are unable to transfer bookings across different classes.
3. Unfortunately, classes that have already passed cannot be transferred to future dates, unless in exceptional circumstances\*.

### **For parent's services including workshops, individual 1:1 sessions, courses and 1:1 programmes**

#### 1. Payments

- a. For workshops and individual 1:1 sessions.
  - i. Full payment or deposit must be made via PayPal before attending a workshop or 1:1 session.
  - ii. Payments not received prior to the workshop or 1:1 session will result in your place being terminated.
- b. For courses and 1:1 programmes:
  - i. A deposit or full payment must be made via PayPal before your place is secured on a course or 1:1 programme.
  - ii. Payment plans, if relevant, must be set up via Go Cardless before the start of the course or 1:1 programme.
    1. Payments must be paid over your chosen duration in order to continue with the course or 1:1 programme.
    2. If a personalised payment plan has been arranged, this should be set up and adhered to before the start of the course.

- iii. If a payment is missed, Go Cardless will reattempt.
    - 1. After three failed reattempted payments, Go Cardless will cancel the payment and you will be required to transfer the missed payment via PayPal within 48 hours. There is a £10 admin fee for this.
    - 2. Your access to the course will be revoked until payments have resumed.
  - iv. If payments stop completely:
    - 1. Your access to the course will be permanently revoked.
    - 2. You may face legal action to retrieve monies owed.
2. Cancellations
- a. For workshops and individual 1:1 sessions:
    - i. If you are unable to attend a workshop, you will have lifetime access to the replay version via Member Vault.
    - ii. 1:1 sessions may be cancelled at any time up to the start of the session.
  - b. For courses and 1:1 programmes:
    - i. You may withdraw your place on a course or 1:1 programme within 14 days of purchase, if the work has not commenced, and receive a refund. (See point 3.b)
    - ii. Once work has commenced, you may cancel, however, there will be no refunds issued, unless in exceptional circumstances\*.
3. Refunds
- a. For workshops and individual 1:1 sessions:
    - i. We are unable to offer refunds for workshops or individual 1:1 sessions, unless in exceptional circumstances\*.
    - ii. Should we cancel a workshop or 1:1 session that you are due to attend, you will be informed immediately and a full refund will be issued within 48 hours
  - b. For courses and 1:1 programmes:
    - i. Deposits cannot be refunded.
    - ii. Once work has commenced, no refunds will be made unless in exceptional circumstances\*.
    - iii. Should we cancel a course or 1:1 programme that you are due to join before it starts, you will be informed immediately and a full refund will be issued and payment plans cancelled within 48 hours.
    - iv. Should we cancel a course or 1:1 programme that you are already enrolled in and has begun, you will be informed immediately and a partial refund will be issued and payment plans cancelled within 48 hours.
      - 1. 1:1 programmes: In the event of a partial refund, the amount of monies to be refunded will be dependent on the amount of work already completed. E.g. If 75% of a 12 week 1:1 course has been completed, 25% will be refunded.
      - 2. Courses: In the event of a partial refund, the amount of monies to be refunded will be dependent on the amount of work already completed. However, as participants will have lifetime access to the content, this will only apply to 50% off the total cost of the course. E.g. If 50% of a course has been completed, 25% will be refunded.

\*exceptional circumstances in which refunds are requested, outside of our terms and conditions, will be allowed at the discretion of Emma Huggett only.