

Autism Explorers CIC

Cancellations and Refunds Policy



Autism Explorers CIC **Cancellations and Refunds**

Autism Explorers CIC is a community group within Norfolk providing support for children with SEND and their families through; regular provisions and services such as, Sensory Saturday Stay & Plays that are child-led play, inclusive trips, events and workshops.

By booking and using our services you are agreeing to our terms and conditions.

Cancellations & Refunds

Cancellations by you:

- More than 7 days before the date of booking
You will be given the option of a full refund or a transfer of booking to another provision or session. Please note, should there be a difference in price you will be invoiced for the remaining balance.

- Less than 7 days before the date of booking
Unfortunately, no refund or transfer. This is due to the venue already being hired, resources have been purchased and prepared, and your space has already been allocated.

At Autism Explorers CIC, we understand that life and neurodivergent children can be unpredictable. Our policies are designed to be fair, in exceptional circumstances and assessed on a case by case basis we may offer a 25-50% refund or a one-time transfer.

Cancellations by Autism Explorers CIC:

We apologise for the cancellation, and you will be notified of this via the email address on the booking form at the earliest opportunity.

A refund will be issued and processed the same date you receive the cancellation email on, the refund will go back into the account that was used to secure and pay for your space at the time of booking.

Please allow up to 48 hours to see the funds in your account.

Cancellations beyond our control:

If a provision and service is cancelled beyond our control (e.g. Venue needs to cancel our booking, extreme weather, etc.), we will contact you via the email address on the booking form at the earliest opportunity. We will aim to then rebook the cancelled provision and session at the earliest opportunity.

If you do not wish to be automatically rebooked, please inform us in writing via email at your earliest convenience. Following the receipt of your request, a refund will be processed. Please allow up to 48 hours to see the funds in your account.

Refunds:

Autism Explorers CIC has a refund policy in place, this applies to all of our provisions and services.

For all refunds issued and processed, please allow up to 48 hours to see the funds in your account.

In addition to the above information stated within our terms and conditions, 'no shows' and missed provisions and sessions will not be offered a refund or a one-time transfer unless previously agreed upon in writing with both parties consenting in exceptional circumstances.

Changes to our Terms and Conditions & All Other Policies

Autism Explorers CIC reserves the right to change, amend and update our terms and conditions and policies at any time.

The latest versions of all our policies will be available on our website: <https://www.autismexplorersnorwich.com/> or can be sent via email with written request: helloautismexplorers@gmail.com

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Contact Information

Email:

helloautismexplorers@gmail.com

Telephone:

07557220309