



Autism Explorers – Booking & Payment Policy

Booking a Session

- All sessions, including Stay & Play, Trips, and Events, must be booked in advance to secure a space.
- Bookings can be made via www.autismexplorersnorwich.com
- Spaces are limited, and we cannot guarantee availability without advance booking.

Payment Terms

- All sessions are to be paid for at the time of booking to confirm your place.
- Payment can be made via [insert payment methods: bank transfer, online payment system, etc.].
- If payment is not received within [insert timeframe—e.g., 48 hours] of booking, the space may be released.

Exceptions & Financial Support

We understand that some families may face financial barriers. If you are unable to pay in advance:

- Please contact us directly and confidentially at helloautismexplorers@gmail.com
- We will work with you to arrange alternative options, including:
 - Pay on arrival by prior agreement.
 - Access to funded or discounted spaces (subject to availability).
 - Payment plans in special circumstances.

Late Bookings

- If spaces remain on the day of the session, bookings may be accepted on a first-come, first-served basis, but payment is still required before participation.

Cancellations & Refunds

- Please see cancellation and refund policy.
 - Illness with notice.
 - Emergencies.
 - Cancellations due to Autism Explorers (e.g., weather or staffing issues).
- Missed sessions without notice may not be refunded unless agreed due to exceptional circumstances.

Communication & Support

We aim to make our sessions accessible to all families. If you have concerns about payment, attendance, or need additional support, please get in touch. We are here to help.