

Autism Explorers: Cancellations and Refunds

(Last updated: September 2025)



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Autism Explorers is a community group within Norfolk providing support for SEN families through; Sensory Saturday Stay & Plays with child-led play, inclusive Trips and Events, 1-1 skills development, workshops, etc. and by having a skilled, trained and dedicated team.

By booking and using our services you are agreeing to our terms and conditions.
Last Updated: Wednesday 3rd September 2025

Cancellations:

Cancellations by you:

More than 7 days before the date - You will be given a full refund or we can transfer your booking to another trip, event or sensory saturday session (Should there be a difference in price you will be invoiced for the remainder).

Less than 7 days before - Unfortunately, no refund or transfer. Due to your space(s) already being reserved and resources prepared.

We understand that life and neurodivergent children can be unpredictable, our policies are designed to be fair. In exceptional circumstances and looked into on a case-by-case basis we may offer a 50% refund or a one-time transfer.

Cancellations by Autism Explorers

We apologise for having to cancel, a refund will be processed the date that we've informed you of the cancellation. The funds will be refunded to the account/card that was used to secure your booking. Please allow up to 48 hours to see the funds in your account.

Cancellations beyond our control:

If a Sensory Saturday session, trip and event, 1-1's, workshops, etc. is cancelled beyond our control (e.g. The hosting venue needs to cancel, Extreme weather, etc.), we will aim to rebook at the earliest opportunity that is also convenient for the majority of people affected. If you do not wish to rebook, please inform us 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:

Our refund policy applies to all of our services, in addition to this no shows will not be offered a refund or one-time transfer. Following our refunds procedure, please allow 24-28 to see the funds returned to your account.

Missed Sensory Saturday sessions, trips and events, 1-1's, workshops, etc. without prior written and agreed upon exceptional circumstances you will not be refunded.

Email:

helloautismexplorers@gmail.com

Telephone:

07557220309