

Autism Explorers – Cancellation & Refund Policy

At Autism Explorers, we understand that life with a neurodivergent child can be unpredictable. Our cancellation and refund policy is designed to be fair and flexible for families, while also helping us plan effectively and continue running our sessions sustainably.

Cancellations by You

If you need to cancel your booking:

- More than 48 hours before the session:
 - ✓ You can receive a full refund or choose to transfer your booking to another available session.
- 24–48 hours before the session:
 - ⚠ You are eligible for a 50% refund or may request a one-time transfer to another date (subject to availability).
- Less than 24 hours before the session / No-show:
 - ✗ Unfortunately, we are unable to offer a refund or transfer, as your space has been reserved and resources prepared.

Exceptional Circumstances

We know that SEN-related emergencies can happen. If you cancel due to urgent circumstances, please contact us as soon as possible. We may be able to offer a credit or reschedule, at our discretion and depending on availability.

Cancellations by Us


In the rare event that we need to cancel a session (e.g., due to staff illness, venue issues, or low attendance):

- You will be offered a full refund or the option to transfer to another session.

We appreciate your understanding and cooperation. Our aim is to offer supportive, reliable, and accessible sessions for all our explorers and their families.

If you have any questions or need to discuss your booking, please contact us at:

 helloautismexplorers@gmail.com

 Please text us via WhatsApp on 07557220309