

Live Laugh Learn 4 Life CIC

Refund Policy

Effective Date: 01/12/2024

1. Purpose

This refund policy outlines the conditions under which refunds may be provided for our services, programs, and activities. It ensures transparency and fairness to all participants while supporting the sustainability of our programs.

2. Scope

This policy applies to:

- Paid services, including sports clubs, classes, and camps.
 - Events and activities hosted by *Live Laugh Learn 4 Life CIC*.
 - Deposits or pre-payments for specific services or programs.
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3. Refund Eligibility

3.1. Full Refunds

Participants are eligible for a full refund if:

- A cancellation request is made **30 days or more** before the start date of a program, camp, or activity.
- The program is cancelled by *Live Laugh Learn 4 Life CIC* due to unforeseen circumstances.

3.2. Partial Refunds Participants may receive a **50% refund** if:

- A cancellation request is made **15-29 days** before the start date.

3.3. No Refunds

Refunds will not be provided for:

- Cancellations made **less than 15 days** before the program start date.
- Non-attendance or withdrawal after the program has commenced.

- Administrative fees or charges for customized services (where applicable).

3.4. Exceptional Circumstances Refund requests due to exceptional circumstances (e.g., medical emergencies) will be reviewed on a case-by-case basis. Proof of the circumstances (e.g., medical certificate) may be required.

4. Refund Process

- All refund requests must be submitted in writing via email to **info@liveluaghlearn4life.co.uk**
 - Include the participant's name, program details, and reason for the request.
 - Refunds will be processed within **14 days** of receiving an eligible request.
 - Payments made by credit/debit card will be refunded to the same card.
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5. Non-Refundable Items

- Fees subsidized by grants or other funding.
 - Costs for uniforms, equipment, or merchandise already purchased.
 - Gift cards or vouchers.
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6. Grant-Funded Programs

For activities fully or partially funded by grants:

- Refunds may be restricted to ensure compliance with grant conditions.
 - Participants will be informed of any specific refund policies applicable to such programs.
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7. Amendments

Live Laugh Learn 4 Life CIC reserves the right to amend this policy at any time. Changes will be communicated to participants and updated on our website.

Notes

This policy reflects our commitment to fairness while ensuring that we can continue to provide high-quality, accessible programs for children. For any questions, please contact us at **info@liveluaghlearn4life.co.uk**