



## Refund Policy

Written - 17.05.21

To be reviewed - 17.05.22

Beautiful New Beginnings CIC aims to provide excellent quality service.

### ONLINE REFUND POLICY

Online services include

BNBEEBIES weekly membership

Annual membership

BNBeebies weekly membership runs via a Facebook group - you will be added into this group on the same day your payment is taken.

Refunds are able to be made for 24hrs post purchase providing the group has not been accessed and content viewed.

#### Annual Membership

Our annual membership lasts a year to the date purchased. Additional content is added monthly to the website.

We provide a 14 day cooling off period once you have bought the online membership providing no log in has been made and no content from the site viewed. If you log into the site immediately, you waive the right to a 14 day cooling off period and your right to a refund may be refused.

### IN PERSON CLASSES

Beautiful New Beginnings CIC recognises and respects that plans with children are changeable and often uncertain. For this reason, we will refund tickets to our events as long as we are given 24 hours notice in order to be able to re-sell the space.

### REQUESTING A REFUND

In order to request a refund and for this to be seen by our team, please only request refunds via email. Any refund requests made by Facebook messenger, Instagram direct message, comment on social media or any other form of communication may be missed and therefore affect your chances at receiving the refund.

Please email

[beautiful.new.beginnings@outlook.com](mailto:beautiful.new.beginnings@outlook.com)

With all refund requests.

This policy will be updated as necessary in line with additional services added. This policy will be reviewed on a yearly basis.