

# 230 Intensives Ltd – Bookings and Refunds Policy

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## 1. STATEMENT OF COMMITMENT

230 Intensives Ltd is committed to working responsibly and ethically within the legal and regulatory environment.

## 2. DEFINITION

Refund refers to the transfer, exchange or reimbursement of monies paid for agreed company services or product which:-

- the purchaser can no longer attend
- are not able to be delivered in the agreed timescale
- are faulty goods

## 3. POLICY APPLICATION

This policy applies to all services and products provided by 230 Intensives Ltd as part of its daily business operations, undertaken by directors and/or employees, in their dealings with customers and venues.

## 4. POLICY COVERAGE

All activities undertaken by 230 Intensives as part of its day-to-day operations including; conduct of events, merchandise sales, daily sports instruction and related customer services are incorporated.

## 5. REFUND RULES

The following rules will apply: -

- Non-attendance at events or workshops does not qualify a customer for a refund, transfer, credit or exchange against fees paid. Pre-payment of workshop fees and pre-payment for any purchase of apparel are a requirement to ensure an event can run and to ensure apparel can be ordered from suppliers.
- Where specific registration fees apply for events, courses and block bookings these fees are non-refundable.
- Discounts or partial refunds are not available for course bookings if the participant does not attend the remainder of the workshops after payment has been received for the course place.
- Event fees do not include any additional costs for apparel, required equipment or merchandise unless explicitly stated.
- The fees are applied for the coaching/tuition provided and use of the hired venue's space and equipment (if applicable)
- For single intensives and one-off classes any claims for refund, transfer, credit or exchange will not be considered unless a cancellation request is actioned by the booker at least 5 full working days prior to the event commencing.
- Ticket transfer may be arranged (but not guaranteed) for participants with instructions to self-isolate and/or under exceptional circumstances. However, notification of absence must be given to 230 Intensives prior to the customer missing the start of their workshop or event.
- Injury: There is no reduction in fees or refund in the event of an injury or illness preventing participation in events.
- Changes to training schedule:  
In unexpected circumstances we reserve the right to shorten session times when health and safety dictates this course of action. Examples would be power outage, bomb threat, serious injury to participant or instructor. No refund or credit will be offered in this circumstance. On rare occasions classes may have to be cancelled due to events beyond our control (e.g. severe weather, venue safety issue, instructor unwell) the workshop will be rearranged and transfer of tickets provided. In the event that the new date is not suitable a refund will be offered.
- No refunds will be offered due to schedule or instructor changes at events (in deviation from published event schedules).

- For purchased goods, exchanges or refunds will only be offered if items are returned in unworn / un-used condition with all labels still attached. Refunds will not be offered on drinking cups or jewellery. Exchanges will be offered on faulty items, subject to manufacturer confirmation of fault. Refunds will not be offered on items pre-ordered in the wrong size.

## 6. ROLES AND RESPONSIBILITIES

### Company Director

- Ensure that appropriate administrative procedures are in place for the reporting and handling of refunds and complaints
- Actively promote 230 Intensives' Refund policy to all staff, customers and suppliers, via this Policy Statement
- Ensure that appropriate training is provided to all staff so that services are delivered to the standards promoted and/or complaints can be directed to the appropriate management staff
- Respond promptly to any concerns with respect to the non-delivery of agreed services in-line with 230 Intensives' refund policy
- Devise and implement strategies to address any on-going issues that result in the non-delivery of agreed services

### Staff

- Deliver all services to the Company's required standard and in-line with assigned duty statements and employment agreements
- Alert Senior Management with respect to any agreed services not deliver and the circumstances causing this issue.
- Work responsibly and ethically at all times when representing 230 Intensives and delivering agreed services

### Customers/Suppliers

- Report the non-delivery of services to a Company Director within a reasonable time, usually within 24 hours of an event.
- Provide details on the services not received and proof of purchase in writing.

Signed: **L. Harris (Director 230 Intensives Ltd)**

Date: 25/7/24



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