



Payment and Cancellation Policy

At Engage Community, we aim to provide high-quality services with clear and fair policies for payment, cancellations, and booking transfers. This ensures transparency for families while enabling us to deliver safe and sustainable activities.

1. Cancellations by Customers

- Session fees are **non-refundable** in the event of sickness or absence.
- If a booking error is made, Engage Community will offer an **alternative date** where possible.

2. Transfer of Bookings

- Requests to transfer a booking must be made at least **24 hours before the scheduled session**.
- Transfers cannot be made if the event is due to start within 24 hours of the request.
- Tickets may only be transferred to another session of **equal or lesser value**.
- If transferred to a session of lesser value, **no refund will be issued** for the difference.
- Tickets are **non-transferable between accounts** and may only be transferred **between siblings**.

3. Cancellations by Engage Community

Forced Closures

If Engage Community is required to close due to circumstances beyond our control (e.g., severe weather, infectious disease outbreak, power failure, boiler breakdown, teacher strikes, industrial action, or closure by order of Local Authority or Environmental Health), parents/carers will remain liable for fees during the closure period.

Schedule Changes

On occasion, we may need to amend session schedules, services, dates, times, or venues due to reasons outside of our control. Any changes will be communicated promptly to families with pre-booked places.

4. Final Authority

- All decisions made by the **Engage Community Management Team** regarding cancellations, transfers, or schedule changes are **final**.