**Skate Buddies UK CIC No Refund Policy (Specific to Bookwhen System)**

**1. Introduction**

At Skate Buddies UK CIC, we strive to provide a supportive and positive experience for all participants in our events, classes, and activities. To ensure the sustainability and smooth operation of our programs, we have implemented a No Refund Policy. This policy applies to all bookings made through the Bookwhen system and is designed to be clear, fair, and transparent.

**2. Scope of the Policy**

This No Refund Policy applies to all bookings made through the Bookwhen system for any events, classes, workshops, or other activities organised by Skate Buddies UK CIC. It covers all payments, including but not limited to class fees, workshop fees, event tickets, and special programs.

**3. No Refunds for Cancellations or Non-Attendance**

* **Cancellations by Participants**: Once a booking is made through the Bookwhen system, it is considered final. We do not offer refunds if you decide to cancel your booking for any reason, including personal circumstances, change of plans, or non-attendance.
* **Non-Attendance**: If you do not attend a booked session, class, or event, you will not be eligible for a refund, credit, or rescheduling of that session.

**4. Exceptional Circumstances**

While our No Refund Policy is generally strict, we understand that exceptional circumstances can arise. In the event of a genuine emergency or unforeseen situation that prevents you from attending, please contact us as soon as possible at skatebuddiescommunity@gmail.com. We will review each case individually and may, at our sole discretion, offer an alternative solution, such as rescheduling to another session or providing a credit for future use. However, this is not guaranteed and will be determined on a case-by-case basis.

**5. Cancellations by Skate Buddies UK CIC**

* **Organiser Cancellations**: If Skate Buddies UK CIC needs to cancel or reschedule an event, class, or session due to unforeseen circumstances, such as instructor illness, venue issues, or extreme weather, you will be offered one of the following options:
	+ **Rescheduling**: The session or event will be rescheduled, and your booking will be automatically transferred to the new date.
	+ **Credit**: You may be offered a credit to use toward future bookings.
	+ **Refund**: In some cases, a full refund may be provided if rescheduling or credit is not possible.
* **Notification**: We will notify all affected participants as soon as possible via email or phone and provide information on the next steps.

**6. Booking Amendments**

* **Changing Sessions**: We do not allow participants to change or transfer bookings to a different session, class, or event once the booking has been confirmed in the Bookwhen system. Please ensure that you carefully select the correct session at the time of booking.

**7. Understanding the Policy**

* **Acknowledgment**: By making a booking through the Bookwhen system, you acknowledge and agree to the terms of this No Refund Policy.
* **Policy Availability**: This policy is available on our website and will be included in the confirmation email for each booking made through Bookwhen.

**8. Contact Information**

If you have any questions or require further clarification regarding this No Refund Policy, please contact us at:

**Skate Buddies UK CIC**
skatebuddiescommunity@gmail.com

**9. Policy Review**

This No Refund Policy will be reviewed annually to ensure it remains fair and effective. Any changes to the policy will be communicated to all participants via email and updated on our website.

**Effective Date:** August 2023
**Last Reviewed:** May 2024

This policy helps us to maintain the quality and consistency of our programs while ensuring that Skate Buddies UK CIC can continue to offer valuable services to our community. We appreciate your understanding and cooperation.