



Payments and Refund Policy

Cognition Creative Learning CIC





Change Log and Review Tracker

DATE OF REVIEW	CHANGES MADE	SIGNED BY
23rd July 2021	<ul style="list-style-type: none"> • Cancellations procedure for children attending courses. Cancellation procedure for Cognition Creative Learning cancelling courses. • Refunds procedure 	S. Calienda L. Ageneau B. Cole
12th August 2021	<ul style="list-style-type: none"> • Added statement relating to ongoing assessment of children's needs and rearranging sessions/cancelling where we cannot safely accommodate a child with particular needs. 	S. Calienda
20th July 2022	Reviewed and approved	S. Calienda B. Cole
8th July 2023	<ul style="list-style-type: none"> • Updated to specify payments through PayPal or Stripe. • Updates to say refunds will be processed within 14 days. • Updated to include FSM future course cancellation policy if no show occurs. 	S. Calienda B. Cole



Policy statement

At Cognition Creative Learning we aim to provide a service that offers value for money whilst ensuring we have sustainability. We require payment in advance of sessions through our booking system on the website.

Payment Methods

Payment can be made via paypal or debit/credit card through our secure booking system on our website (powered by PayPal or Stripe). We currently do not accept childcare vouchers or cash payments.

Late Collection of Child

If a child is collected late from a session then depending upon the circumstances we reserve the right to charge parents for any costs incurred. For example the additional time worked by staff, room hire charges, additional caretaking etc.

Cancellations

Client Cancellations

Cancellations must be made in writing via email or through the 'cancellation button' on your booking reminder. We will refund the session if the cancellation is made 72 hours prior to the start of the course. If a refund is agreed then payments will be made to the account from which the fees were paid within 14 days.

Term Time Block classes

We are unable to refund missed sessions during the block. Where possible we will try to accommodate you with another available session at a different time or day, though this can not be guaranteed.

No Shows



If you are booked onto a course and you do not attend, refunds or balance transfers will not be made.

Funded Spaces No Show

Our funded spaces (available to those in receipt of Free School Meals) are grant funded and as such, we need to show how they have benefited the community. If you are a no show for a FSM place without prior cancellation or communication, and have other sessions booked we reserve the right to cancel your future sessions to offer them to other families.

Cognition Creative Learning Cancellations

Unexpected Closure

In some circumstances Cognition Creative Learning may be forced to close unexpectedly at short notice. Some examples of reasons that we may not be able to open or have to close are:

- Emergency Evacuation
- Lack of electricity, water or heating at the premises
- Staff shortages - making us unable to run courses safely
- Outbreak of infectious disease
- Local or National lockdowns

If we need to close for the above reasons full reimbursement will be made where alternative arrangements are not possible.

Course Cancellations by Cognition Creative Learning

If Cognition Creative Learning needs to cancel a course for any reason then we will try to arrange a suitable alternative. Where this is not possible a full refund will be issued. This does not apply to any sponsored places. We will contact attendees via email and ask for a response. If we do not get a response we will then contact via telephone with as much notice as possible.



Children with additional or special needs

We will assess the individual needs of each child in consultation with their parents prior to their attending Cognition Creative Learning and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome. This is an ongoing assessment and will be regularly re-evaluated.

We reserve the right to cancel or rearrange bookings if we cannot safely accommodate a child's needs in that particular session and if parents have been unclear about their child's requirements. We will always do our best to accommodate and adapt sessions where possible, but will need to ensure the safety and enjoyment of the sessions for all children attending.

This policy was adopted by	Cognition Creative Learning	(name of provider)
On	21st September 2020	(date)
Date to be reviewed	July 2024	(date)
Signed on behalf of the provider	Sophie Calienda	
Name of signatory	Sophie Calienda	
Role of signatory (e.g. chair, director or owner)	Director	