

Refunds & Complaints Policy

Policy Statement

At ClubsComplete, we take complaints very seriously, and have set procedures to be followed should a problem arise. Should a parent/carer have a complaint/would like to request a refund, this will need to be put in writing to ClubsComplete by either post or email to admin@clubscomplete.co.uk. Any complaints/ refund requests will be fully investigated by our Complaints Officer, a full investigation for a complaint/refund request could take up to 14 days, however all complaints/refund requests will be acknowledged within 72 hours of receipt.

Procedures

This written statement of complaint procedures will be available at every club ran by ClubsComplete:

Complaints and refund requests will only be accepted in writing (if a ClubsComplete member of staff receives a call from a parent/carer who has a complaint or would like a refund for any particular reason, he/she will be told to put this in writing and send it to us via email/post).

This formal complaint/refund request will be kept as a written record for a period of three years, including the outcome of the investigation and the action that ClubsComplete took in response.

Anyone purchasing services from ClubsComplete will only be entitled to a refund under the following circumstances:

- *If the club has been cancelled by ClubsComplete due to an event beyond our reasonable control (e.g. fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close our settings without liability to you.*
- *If a parent/carer has a valid reason to be unsatisfied with the service which could have been controlled by a member of our staff. The reason for your refund request will be fully investigated and if a member of our staff could have controlled the situation, you may be considered for a refund.*
- *If ClubsComplete to not adhere to our policies and procedures.*
- *If a child is injured by faulty equipment provided by ClubsComplete.*

- *Credit on any account must be cashed out within the same academic year. Any credit note cashed out will need to be used at one of our additional services such as holiday clubs or birthday parties.*

Anyone purchasing services from ClubsComplete will NOT be entitled to a refund if:

- A child is ill on the day of the club.
- If the weather does not permit you to travel to the club, if ClubsComplete staff can get to the venue.
- If it is, in our reasonable opinion, necessary or in the interests of the child to do so, we may close the setting even though our business interruption insurance will not cover us for the closure. For example, we may be forced to close because of severe weather conditions, an outbreak of flu, or other illnesses etc and if the owner of the premises closed the premises or the school in which we work closed and denied us access.
- A parent/carer books the service and then does not attend.
- A parent/carer books the service and then realises a setting is not Ofsted registered so may not pay by Childcare Vouchers or Tax Credits.
- If, in the unlikely event, a child is injured due to a problem with the venue.
- ClubsComplete Ltd™ hire out all venues and any problems with venues will be sent to the Premises Office of the venue to resolve.

As detailed at the bottom of all pages of the website please note the following:

N.B.: ClubsComplete has a strict no refunds, credit or transfer policy once services have been booked and payment has been processed due to staffing ratios when working with children. Should your circumstances change you must inform us you wish to cancel your booking to adhere to our Safeguarding policy and procedures.

All parents must book via our website, unless in the event of an emergency where they can call past 12pm on the day of the required session, and we can then do this over the phone. A £5 admin fee will be charged and this is not permitted as every day or casual use.



LAST REVIEWED: 01 September 2024

NEXT REVIEW DATE: 01 September 2025