



FIN010 CHALLENGERS PAYMENTS & REFUNDS POLICY

		Date	Amended by:
Date of Issue	1	May 2019	Head of Finance Amanda Matthews
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Date of Last Review	16 th May 2019
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1. Scope of policy

- This policy outlines the Challengers Payments and Refunds Policy to ensure that all parties that contract services from Challengers understand the expectations around payments and refunds.

2. Communications

- Information about Challengers Payments and Refunds Policy is available on the web site www.disability-challengers.org or from the Challengers Finance Team on 01483 230 589.

3. Payment Terms

- Challengers will issue an invoice for all services booked or contracted from them
- Payment is due at the time of booking/invoice being issued
- If booking Challengers Pre-School payment is due half termly in advance. If payment is not made you are at risk of losing your place at nursery and your sessions being cancelled.
- For families who may not be able to make payment in full at the time of booking it is possible to make arrangements for a payment plan to be put in place (so long as your account has not already been placed on hold). The terms of this plan will ensure that all sessions are paid for in advance of them taking place. If agreed payments are not made you are at risk of losing the places you have booked and the total outstanding balance becomes due. If you would like to arrange a payment plan please contact the Finance Team on 01483 230589
- Payment can be made in the following ways:
 - By debit or credit card at the time on booking on the booking website or over the phone
 - By debit or credit card via the 'pay an invoice' page on our website
 - By debit or credit card over the phone – 01483 230589
 - By BACS payment
 - By cheque made payable to 'Challengers'
 - By childcare vouchers or HMRC tax free childcare
 - In certain circumstances and by prior agreement only by cash at our Guildford Play Centre or Farnham Centres

4. Refund Terms

- Challengers require half a terms notice if you wish to cancel place at pre-school. No credit or refund will be made for any sessions where less notice has been received nor for any individual sessions that may be cancelled or not attended.
- Challengers will issue a credit for the value of any Play, Youth or Young Adult session that is cancelled with a minimum of 5 days notice. A credit will be issued to the families Challengers account and will be used to clear any outstanding balance or as payment for any future session booked. If there is no outstanding balance on the account and the

family do not intend to use Challengers again a refund will be issued. Refunds can be requested by email and will be made using the most recent method of payment used.

Modifications made to this document since its issue are as follows:

DOCUMENT CHANGE HISTORY

Summary of Change	Section no / page no	Changes made by	Release date
First policy			May 2019