



FIN010 CHALLENGERS PAYMENTS & REFUNDS POLICY

Updated	Updated by:
February 2026	Mary Margetson

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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

- Payment is due at the time of booking/invoice being issued

Challengers will issue a booking confirmation for all services booked through the booking website which will include details of the services provided, the cost of these services, and the means of payment. An invoice will be issued for all non-parent bookings. For parents, an invoice can be obtained on request by calling the Finance Team on 01483 230589

- 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
 - 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 will issue a credit for the value of any Play or Youth 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 the family may request a refund back to the original payment method. Refunds can be requested by telephone or email.

Please note: we cannot issue refunds for invoices paid by Child Care Vouchers these must be requested directly from the issuing voucher company.

5. DOCUMENT CHANGE HISTORY

Plan Version No.	Release Date	Summary of Changes	Section No./ Paragraph No.	Changes Made By
1.	May 2019	New policy		Head of Finance Amanda Matthews
2.	February 2020	Child Care Voucher Refunds	3	Paul Clark
3.	March 2023	Change to BACS payments via the via the booking website	3	Andrew Kendall
4.	Feb 2026	BACS payment option no longer offered via the booking website Pre-school sessions no longer offered Pre-school and Young Adult sessions no longer offered	3 3 4	Mary Margetson