

Refund Policy

Potential Plus UK is an educational charity that supports parents/carers, educationalists and other professionals to understand and meet the educational and wellbeing needs of their children with high learning potential. In order to achieve this, the charity provides a wide range of services and products.

This policy outlines the procedures available to customers of Potential Plus UK with regard to the availability of refunds for the various services and products provided.

Services ordered at home

Potential Plus UK understands this to include services ordered and paid for via its website, an event booking website and/or by telephone.

These services include, but are not limited to, membership, advisory calls, advisory sheets, activity sheets, activities and educational assessments.

Refunds for services within 14 days of payment

- In most cases the customer has 14 days within which to change their mind and cancel the service.
- In most cases the service starts straight away, for example with access to online resources, or costs incurred for the actual service booking. In these cases the charity charges for the resources that have already been used and/or retains a percentage of the service fee to cover costs incurred. In most cases this will not exceed 20%. The balance is refunded to the customer.
- Customers should contact the charity within 14 days in writing to the contact details given below to request a refund.

Refunds for services after 14 days of payment

- After the first 14 days the customer can ask Potential Plus UK if reasonable adjustments to the service can be made in order to better meet the customer's needs. If reasonable adjustments cannot be made then a partial refund can be issued and is dependent on what resources have already been used and/or what costs have already been incurred, as well as the time frame of the request within the service delivery period.
- Potential Plus UK will always ensure the costs are reasonable and appropriate.
- Potential Plus UK will always ensure the timescale for providing any refund is reasonable and appropriate.
- Customers should contact the charity in writing to the contact details below outlining the request for reasonable adjustments.

Significant exceptions

Any services organised by Potential Plus UK in collaboration with external companies, charities and other organisations are subject to the terms and conditions of the external provider or collaborator.

- Cancellation and refund details will be specified at the time of taking up the service (for example, an activity). Customers should refer to these terms and conditions prior to booking.

Additional information on refunds for services is provided in Appendix 1

Goods ordered at home

Potential Plus UK understands this to include goods ordered and paid for via its website and/or by telephone

These goods include, but are not limited to, key rings, pin badges, wrist bands and books.

Refunds for goods within 14 days of payment

- In most cases the customer has up to 14 days within which to change their mind and receive a full refund on return of the goods (return postage is at the customer's cost).
- The purchased goods should be as described, fit for purpose and of satisfactory quality. Returned goods must be returned in the same condition as they are received.
- Customers should contact the charity within 14 days in writing to the contact details given below explaining the reason for the request for a refund.

Refunds for goods within 30 days of payment

- In most cases the customer has up to 30 days of payment to request a refund if the goods are not deemed to be satisfactory for their expected lifespan.
- Customers should contact the charity in writing to the contact details below outlining the reason for the request for a refund.

Refunds for goods within 6 months of payment

- If the goods are not deemed to be satisfactory for their expected lifespan the customer can request a repair, replacement or refund.
- Customers should contact the charity in writing to the contact details below outlining the reason for the request for a repair, replacement or refund.

Refunds for goods within 6 years of payment

- If the goods are not deemed to last for a reasonable length of time given their expected lifespan the customer can request a partial refund.
- Customers should contact the charity in writing to the contact details below outlining the reason for the request for a partial refund.

Payment of refunds

- Refunds must be requested by the purchaser or member account holder (the email address used must be the one linked to the purchase record or membership account)

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- All refunds are made on to the same card or account that made the purchase.

Potential Plus UK contact details

Email: amazing.children@potentialplusuk.org

Post: Potential Plus UK, Room 5, The Mansion, Bletchley Park, Sherwood Drive,
Bletchley MK3 6EB

Adopted by Board of Trustees

Date: 2nd April 2019



Signature:

Name: Michael Speranza

Position: Chair of Trustees

Review date: April 2022

Appendix 1

Additional information regarding refunds for specific services

Requests for refunds during or after the take-up of a service

Advisory Calls

- Full payment for the advisory call for non-members is due at the time of booking. A percentage of the payment is not refundable; Potential Plus UK retains a percentage of the service fee to cover costs incurred such as for bank charges and administration. In most cases this will not exceed 20%. The balance is refunded to the customer.
- For missed advisory calls on the part of the customer no refund is available.

Assessment services

- Full payment for the assessment service is due at the time of booking. A percentage of the payment is not refundable; Potential Plus UK retains a percentage of the fee to cover the costs incurred to engage the assessor and venue, as well as for bank charges. In most cases this will not exceed 20% of the payment. The balance is refunded to the customer.
- For single assessments in Milton Keynes: an assessment can be cancelled up to 3 days before the assessment date, but up to 20% of the payment is not refundable. For a cancellation within 3 days of the assessment up to 50% of the payment is not refundable.
- For assessments at other venues (Corby in Northamptonshire, Witham in Essex, Frome in Somerset) and for double assessments in Milton Keynes: cancellation within 30 days of the assessment date also incurs the cost of the venue/additional room over and above up to 20% (or up to 50% if within 3 days of the assessment) that is retained by the charity.

Requests for reasonable adjustments to the service following the assessment

- Requests for reasonable adjustments to the service should be made in writing as a matter of urgency within 48 hours of the assessment date, outlining the reasons why the assessment did not meet customer expectations. Potential Plus UK will investigate the request on a case by case basis in order to assess what adjustments to the service might be feasible and whether any refund is appropriate. Please note that if the customer decides to go ahead with the report, delivery of the report cannot be guaranteed within the usual time frame of 3 weeks from assessment date (or 4 weeks if specified at the time of booking).

Requests for reasonable adjustments to the service after receipt of report/s

- Requests for reasonable adjustments to the service should be raised in writing as a matter of urgency within 48 hours of receipt of the report/s,

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outlining the reasons why the report/s did not meet customer expectations. Potential Plus UK will investigate the concern on a case by case basis in order to assess what reasonable adjustments might be feasible and whether any refund is appropriate. The follow-up call with the assessor will not take place until the concern is settled.

Activities and Events

Customers should check the cancellation and refund details displayed on the booking website for each individual activity or event at the time of booking.

Events organised solely by Potential Plus UK

- Refunds less up to 20% are available up to 14 days before the event. After that places can be cancelled but refunds are no longer available as Potential Plus UK will have already confirmed the activities and engaged the providers.

Events organised by Potential Plus UK in collaboration with external companies, charities and other organisations are subject to the terms and conditions of the external provider or collaborator

- Cancellation and refund details will be specified on the booking website for each individual event. Customers should refer to these terms and conditions prior to booking.