

## **REFUND POLICY:**

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### **Purpose and scope**

As a small charity with limited resources, it is very important that we effectively use the money we have available. This policy describes the broad principles that we will follow as a charity when issuing refunds.

This policy applies to all customers and consumers.

### **Refund policy principles**

#### Merchandise

21 Together sells a variety of merchandise through the 'Shop' on our website. We will offer a full refund or exchange within 14 days of purchase if you are not happy with the item. Refunds will not be issued on any items that have been used and/or damaged.

Should you wish to return an item please first email [info@21together.org.uk](mailto:info@21together.org.uk) to advise of this course of action.

#### Postage

21 Together will not refund any postage or packaging costs; this does not affect your statutory rights.

#### 50/50 Lottery Club

21 Together cannot issue refunds to the 50/50 Lottery club subscription. We advise that you cancel your subscription with your bank and inform us of this via [info@21together.org.uk](mailto:info@21together.org.uk).

#### Training / Courses

21 Together offers training and courses that are heavily subsidised for all participants, and thus the costs to the charity to do this are quite substantial. It makes it more cost effective to us as a charity to have a full course.

Therefore, we have brought in this refund policy to ensure we are using the courses to their full capacity.

If you cancel your place on the course within 30 days before the first date of your course, 21 Together may require you to pay 50% of the fees, towards the cost of materials and other arrangements.

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If you cancel your place on the course within 14 days before the first date of your course, 21 Together is unable to issue a refund, as arrangements will have been made based on the number of delegates booked.

We are unable to 'hold' any money paid for attendance on one course, to be used for another course. You can however, change the delegate due to attend a course at any time.

We understand that sometimes there are exceptional circumstances to lead to you cancelling with only short notice and 21 Together therefore will use their discretion with this policy.

### **Policy review**

The overall responsibility for this policy lies with the charity and board.