**Returns and Refunds Policy**

**1. Introduction**

Thank you for choosing to participate in our sports sessions for children, families, schools and individuals, organised by Boxing for Better C.I.C. organisation. We are committed to providing high-quality and enjoyable sports experiences for our customers. This Returns and Refunds Policy outlines your rights and our obligations under the Consumer Rights Act 2015, as well as our specific terms and conditions regarding refunds.

**2. Your Rights under the Consumer Rights Act 2015**

Under the Consumer Rights Act 2015, you have certain legal rights when you purchase services from us. These rights include:

* The right to expect that the services provided are carried out with reasonable care and skill.
* The right to receive services that are as described, fit for purpose, and of satisfactory quality.

**3. Refunds and Cancellations**

**3.1. Discretionary Refunds**

Refunds for individual sessions or block bookings are generally discretionary. We reserve the right to refuse refunds in certain circumstances. It is important to note the following conditions:

**3.2. Cancellation Within 14 Days**

If you wish to cancel a booking for an individual session or a block booking, you must do so within 14 days of making the booking. If the cancellation request is received within this 14-day period, we will process a refund, less any applicable administration fees.

**3.3. Right to Withdraw**

Customers do not have an automatic right to withdraw from a course or block booking once it has begun. Refunds may be denied if the course is delivered as advertised, with reasonable care and skill, even if the customer decides to withdraw.

**4. Exceptions to Refunds**

Refunds may be denied if any of the following conditions apply:

**4.1. Course Delivery**

If the sports sessions are delivered as advertised, with reasonable care and skill, and in accordance with the description provided at the time of booking, refunds may be denied.

**4.2. Change of Mind**

Refunds will not be granted if you simply change your mind about attending a session, course, or block booking. We encourage customers to make informed decisions prior to booking.

**5. Refund Process**

If you are eligible for a refund based on the above criteria, we will process your refund as soon as reasonably possible. Refunds will typically be made to the original payment method used for the booking.

**6. Contact Us**

If you have any questions or concerns regarding our Returns and Refunds Policy or wish to request a refund, please contact us at [contact email/phone number]. We will be happy to assist you with your inquiries.

**7. Changes to the Policy**

We reserve the right to make changes to this Returns and Refunds Policy from time to time to reflect any changes in our services or legal obligations. We will notify customers of any significant changes via our website or other communication channels.

By booking a session or making a block booking with us, you acknowledge that you have read and agree to abide by the terms and conditions outlined in this Returns and Refunds Policy. Your statutory rights under the Consumer Rights Act 2015 are not affected by this policy.

This policy was last updated on [June 2023]