



Registered Charity No. 1077787

Returns, Refunds and Cancellation Policy

Policy Statement

This policy explains how SNAP handles cancellations, refunds, returns and booking changes relating to donations, paid sessions, events and any goods sold by the charity. We aim to be fair and reasonable while ensuring that charitable funds are used responsibly.

Donations

One-Off Donations

Donations are voluntary gifts made to support the charitable work of SNAP and are generally non-refundable.

Refunds may be considered where:

- A donation was made in error.
- An incorrect amount was donated.
- A duplicate payment was made.
- There was unauthorised use of a payment card.

Requests should be made within 30 days of the donation.

Regular Donations

Supporters may cancel future regular donations at any time by contacting their bank, payment provider, or the charity directly. Donations already collected cannot normally be refunded unless collected in error.

Paid Sessions, Appointments and Activities

This section applies to any paid sessions, appointments, workshops, support services, classes, activities or programmes offered by the charity.

Cancellation by Participants:

- Cancellations made more than 48 hours before the scheduled session will be eligible for a full refund or transfer to an alternative date, subject to availability.
- Cancellations made between 24 and 48 hours before the session may be offered a transfer or partial refund at the charity's discretion.
- Cancellations made less than 24 hours before the session are normally non-refundable.
- Failure to attend a booked session without notice ("no-show") will not normally be eligible for a refund.

Cancellation by the Charity

If SNAP cancels a session due to illness, staff availability, venue issues, insufficient numbers, or circumstances beyond our control, participants will be offered:

- A full refund; or
- A transfer to an alternative date.

Exceptional Circumstances

We recognise that emergencies can occur. Requests for refunds outside this policy may be considered on a case-by-case basis where exceptional circumstances exist.

Third Party Websites

Please be advised that for bookings made through third-party websites, any booking or administration fees charged by the provider are not refundable. As such, we are unable to reimburse these charges.

Events and Fundraising Activities

- Event bookings may be cancelled for a full refund up to 14 days before the event unless otherwise stated at the time of booking.
- Refunds may not be available for cancellations made within 14 days of the event.
- If the charity cancels an event, attendees will be offered a full refund or transfer to a rescheduled date where applicable.

Goods and Merchandise

Where physical goods are sold:

- Customers may return unused goods within 14 days of receipt.
- Goods must be returned in their original condition wherever possible.
- Proof of purchase may be required.

Return postage costs are the responsibility of the customer unless:

- The item is faulty.
- The item is damaged on arrival.
- The wrong item was supplied.

This policy does not affect your statutory rights under UK consumer law.

Digital Products and Online Resources

Digital products, downloadable resources, recordings and online materials are generally non-refundable once access has been provided unless required by law.

Refund Processing

Approved refunds will normally be processed within 10 working days using the original payment method wherever possible.

Contact Details

For any questions regarding cancellations, refunds or returns, please contact info@snapcharity.org . If you have any complaints, compliments, Issues or comments please refer to our Compliments, Comments and Complaints Policy

Policy Review

This policy will be reviewed periodically to ensure it remains fair, transparent and compliant with applicable UK legislation.

Evaluated and updated annually by the Financial Controller All policies approved by Trustees annually and circulated to all staff during training/appraisals.		
Managers are responsible for ensuring effective implementation.		
Version	Date approved by Trustees	Date circulated to all staff