



GIRL ON FIRE

17. Booking, Cancellation And Refunds

Owner: Course manager/finance lead | Applies where fees are charged

Before payment, provide the legal supplier identity, contact details, full price, course description, dates, delivery method, cancellation terms and applicable statutory rights in a durable form. Do not use a blanket no-refunds clause or exclude rights to services performed with reasonable care and skill.

Where the Consumer Contracts Regulations cancellation right applies to a service booked at a distance or off premises, a consumer ordinarily has 14 days from the contract being made to cancel. Exceptions can apply, including particular leisure services on specified dates; do not assume every educational course qualifies for that exception. Classify the actual offer before publishing terms.

If a consumer expressly requests a service to start within the cancellation period, supply the required information and obtain the appropriate express request. A proportionate payment for work supplied on cancellation, and loss of cancellation rights after full performance, depend on the applicable legal conditions. For digital content, use the separate prior consent and acknowledgement rules where applicable. Do not treat attendance alone as a substitute for required information/consent.

Outside statutory cancellation rights, GOF's proposed commercial rule is: cancellation before the first session receives a refund less demonstrable, reasonable and unrecoverable costs directly attributable to that booking; after commencement, assess unused delivery and recoverable costs fairly. Approve a clear course-specific schedule before sale. No deduction applies to the extent it conflicts with a statutory refund entitlement. Consider hardship, illness and reasonable transfer requests individually.

If GOF cancels, offer a full refund for undelivered services or an alternative that the participant freely accepts. Explain material changes and offer appropriate cancellation/refund options. Do not force credit where a refund is due. Issue statutory refunds within the applicable deadline; for relevant cancellation refunds this is generally within 14 days of notification, using the original method unless agreed otherwise. Give a clear booking-cancellation contact and preserve complaints rights.

Model cancellation message: 'I wish to cancel my booking for [course], booked on [date]. Name: [name]. Contact details: [details]. Date: [date].' A participant may use another clear cancellation statement.