

REFUND POLICY

SCOTTISH BORDERS COUNCIL CYCLE SKOOLS

1.0. What is our refund policy?

- 1.1.** In the event of cancellation of a session(s), (most likely because of a coach unavailability, venue issue), our team will endeavour to reschedule the missed session(s) at the end of that block.
- 1.2.** In the event that it has not been possible to reschedule cancelled sessions, a refund will be provided.
- 1.3.** Where a physical refund is required, this will be processed in accordance with Scottish Borders Council's Income Management Policy.

1.3.1. Refund where card payment was made

- 1.3.1.1.** Refund will be made to the card used to make the initial payment.

1.3.2. Refund where invoice was issued for payment

- 1.3.2.1.** A credit note will be issued against your account.

- 1.4.** Refunds will not be issued for participants failure to attend the Cycle Skools programme through illness/injury/other commitments etc. A refund may be considered if a participant can not attend due to a long term injury. In this instance, a refund will be issued in accordance with section 1.3.
- 1.5.** Applications will be accepted on a first come first served basis. We aim to disable selection of blocks when a block is at capacity. Where an application has been received before the disablement and the block is at capacity, the applicant will be given the choice of attending another venue if available. Should the alternative venue not be suitable, a refund will be issued in accordance with section 1.3.