

# Cancellation & Refund Policy

Wheels for Wellbeing recognises that there are times when sessions are pre-booked and pre-paid by an individual, organisation, or on behalf of an account holder, and they may need to be cancelled for various reasons.

This policy outlines the cancellation and refund process and criteria for session cancellations. Our refund policy ensures that account holders, both individuals and organisations, are informed about their entitlement to a refund in the event of a cancellation.

## I. Cancellation notice period for all account holders

A complete reimbursement is available if cancellations are made within the specified notice period. This is to ensure that there is ample time for another booking to be made and for another rider to attend the session. To receive a refund, the session must be cancelled before the session's start time and within the required notice period.

The notice period for individual, group, and organisation account holders is as follows:

### a) Individual Account Holders:

Any sessions booked for a rider under an individual account must be cancelled either by the registered account holder or on behalf of the account holder **at least 24 hours before the session start time**. Cancellations made without a minimum of 24 hour's notice will not be eligible for a refund.

### b) Group & Organisation Account Holders:

Any sessions booked under a group or organisation must be cancelled either by the account holder or a person associated with the group or organisation **at least 72 hours before the session start time**. Cancellations made without a minimum of 72 hours' notice will not be eligible for a refund.

### c) Cancellations by Wheels for Wellbeing:

In the event that Wheels for Wellbeing cancels a session, all riders listed to attend will be contacted and will receive a full refund, regardless of whether they are individuals or part of an organisation. We make every effort to minimise cancellations, as they are considered a last resort. Cancellations by Wheels for Wellbeing may occur due to reasons such as staff shortages/illness, venue unavailability, or unsafe weather conditions for riding. Whenever feasible, we will strive to give a minimum of 24-hour notice for cancellations, unless circumstances beyond our control prevent us from doing so.

## II. Refunds

Once your cancellation has been completed, the refunded amount will be credited back to the original payment card and will be reflected in your designated bank account within 5 working days. In case you have opted for monthly invoices, the cancelled session will be omitted from your upcoming monthly invoice.

In what situations and time frame is a session refunded?		
	Individuals	Organisations
Less than 24-hours' notice	✗	✗
More than 24-hours' notice	✓	✗
More than 72-hours' notice	✓	✓
If the session is cancelled by Wheels for Wellbeing	✓	✓

## III. Getting in Touch

For any inquiries related to booking a session, changes, cancellations or refunds, please do not hesitate to contact our Customer Support Team at:

[info@wheelsforwellbeing.org.uk](mailto:info@wheelsforwellbeing.org.uk) or by calling **020 7346 8482**.