**Refund Policy for [Your Business Name] Baby and Toddler Activities**

Here's an example of a combined Refund and Transfers Policy for a baby and toddler activity provider in the UK:

**Refund and Transfers Policy for [Your Business Name] Baby and Toddler Activities**

At [Your Business Name], we are committed to providing a positive and flexible experience for families participating in our baby and toddler activities. Please take a moment to review our Refund and Transfers Policy below:

**1. Eligibility for Refunds:**

* Refunds will be considered under the following circumstances:
	+ Medical emergencies or illness preventing participation.
	+ Unforeseen family events or emergencies.
	+ Relocation that makes continued participation impossible.

**2. Transfers to Future Classes:**

* Participants may request a transfer to a future class or session in lieu of a refund under eligible circumstances.

**3. Refund Request Submission:**

* All refund requests must be submitted in writing via email to [Refund Email Address] or through our online refund request form on our website.

**4. Documentation:**

* For refund requests related to medical reasons, a valid medical certificate may be required.
* For family emergencies, a detailed explanation of the situation may be requested.

**5. Timing of Requests:**

* Refund and transfer requests must be submitted no later than [Number of Days] days prior to the scheduled class or session.

**6. Process for Refund and Transfers:**

* Upon receiving a refund or transfer request, [Your Business Name] will acknowledge receipt within [Timeframe] business days.
* Requests will be reviewed promptly, and a decision communicated to the client within [Timeframe] business days.
* Approved refunds will be processed within [Timeframe] business days.
* Approved transfers will be coordinated with the client to schedule participation in a future class.

**7. Flexible Solutions:**

* In addition to refunds and transfers, we offer flexibility in accommodating individual needs. Please contact us to discuss personalized solutions.

**8. Refund and Transfer Exceptions:**

* Refunds and transfers will not be granted for non-attendance or changes in personal circumstances that do not fall under the eligible criteria mentioned above.

**9. Contact Information:**

* For any questions or to submit a refund or transfer request, please contact us at [Customer Support Email Address] or [Customer Support Phone Number].

**Note:**

* [Your Business Name] reserves the right to update or modify this Refund and Transfers Policy. Any changes will be communicated to clients through our website and other official channels.

We appreciate your understanding and cooperation in adhering to our policy. Our goal is to ensure a positive and supportive experience for all families participating in our baby and toddler activities.

Thank you for choosing [Your Business Name]!

Please tailor this example to suit the specific needs and details of your baby and toddler activity business.