

# Refund Policy

Thank you for booking with us!.

## Refund Requests

- **Eligibility for Refund:** Refunds must be requested at least 24 hours before any activity start date in order for a refund to be processed.
- **Method of Request:** To request a refund, please contact [inverclydeac01@gmail.com](mailto:inverclydeac01@gmail.com) or [inverclydeacsecretary@gmail.com](mailto:inverclydeacsecretary@gmail.com) with your booking details and the reason for the refund.

## Refund Processing

- **Refund Amount:** Upon approval of your refund request, the refund will be processed and credited back to your original method of payment.
- **Processing Fee:** Please note that a processing fee of 1.5% of the total booking amount plus £0.20 will be retained from the refund. This fee covers administrative and transaction costs required from our payment processor **Stripe**.

## Example

- **Total Booking Amount:** £100.00
- **Processing Fee (1.5%):** £1.50
- **Fixed Fee:** £0.20
- **Total Fees Retained:** £1.70
- **Refund Amount:** £98.30

## Refund Timeline

- Refunds are typically processed within 5-10 business days from the date of approval.
- The time it takes for the refunded amount to appear in your account may vary depending on your financial institution.

## Non-Refundable Items

Certain bookings may not be eligible for a refund. These include:

- Camps or session blocks that have already commenced and/or attended.

## Contact Us

If you have any questions about our refund policy, please contact us at [inverclydeac01@gmail.com](mailto:inverclydeac01@gmail.com) or [inverclydeacsecretary@gmail.com](mailto:inverclydeacsecretary@gmail.com).

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Thank you for your understanding and cooperation.

Sincerely, **Inverclyde Athletic Club**