

This refund policy is applicable to school clubs, parties, nursery classes and adult classes where payment is made directly to Invisible Threads by the participant or participant's guardian.

Refund Eligibility

We can provide refunds under the following circumstances:

- If Invisible Threads has to cancel due to reasons such as an instructor's illness, emergencies, or unavailability for any other unforeseen reason.
- For school clubs only: In the event of teacher strikes leading to school's closure.

Non-Refundable Situations

Please note that refunds will not be issued in the following situations:

- If the participant is unable to attend
- If the participant withdraws mid-term or midway through a pre-paid for block.
- If the school, nursery or organiser cancels the club within the term for any reason (other than teacher strikes).
- If the participant is removed because they did not follow our behaviour code.
- If the class/party in question is in the past.

We aim to ensure clarity in our refund policy. If you have any questions or require further clarification please do not hesitate to email Hannah - hannah@invisible-threads.co.uk

Signed by Hannah Roe, Invisible Threads' Owner and Manager

