

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 payment was made via Stripe the refund will be minus Stripe fees which are 1.5% + £0.20.

- If Invisible Threads has to cancel due to reasons such as an instructor's illness, emergencies, or unavailability for any other unforeseen reason.

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 after payment. This applies whether the place was taken by another person or not.
- If the school, nursery or organiser cancels the club within the term for any reason
- If the participant is removed because they did not follow our behaviour code.
- If the class in question was over 6 months ago.

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

