



Changed your mind about something you have bought from us?

Kingsclere Village Club is a village hall that was gifted to the local community, and now operates as a registered charity. Being a registered charity means that the management committee has legal duties to manage the charity's funds responsibly, reasonably and honestly, which forms the basis of our no refund and non-returnable deposits policy which is set out below. The policy covers cancellation and refunds in relation to

1. Occasional users and one-off bookings
2. Users who hire rooms on a regular basis
3. Students of the classes we run
4. Your statutory rights

1. Occasional users and one-off bookings

Ad hoc hirers will be asked to pay 50% deposit at the time of booking to secure the booking. The balance is to be paid 2 weeks prior to the event. In the event of a cancellation by the hirer the Village Club do not offer refunds. Therefore, cancellations 2 weeks prior to event will incur the 50% deposit charge, cancellation less than 2 weeks prior to event will incur the full hire charge. However, the additional 'special deposit' that is due to be paid 2 weeks prior to the event will be refunded in the event of a cancellation.

2. Users who hire rooms on a regular basis

Regular hirers are those who book rooms on regular basis, such as weekly for a period of months. Regular hirers will not normally need to pay a deposit and will be invoiced monthly in arrears, payment terms are strictly 14 days from the date of invoice. Regular hirers who cancel more than 48 hours prior to a booking will not normally incur a charge. Cancellation within 48 hours may incur the full hire charge.

3. Students of the classes we run

As regards refunds for classes that we run, whilst we do not offer refunds, we will offer you the opportunity to transfer to a different class that we run. If you would prefer to nominate another person to use your place instead of you, please discuss this with us before making this change.

4. Your statutory rights

Your statutory rights are not affected, meaning that if what you have bought is not as described you may be entitled to a refund. Similarly, if you have made your purchase over the internet, email or telephone you may have 14 day cooling off period meaning you are entitled to a refund, although there will be a small 10% cancellation fee to contribute towards the cost of administration. If you would like more information, you may find the citizen's advice bureau website useful <https://www.citizensadvice.org.uk/consumer/changed-your-mind/cancelling-a-service-youve-arranged/>