



Cancellation Policy for CulturaLinks

Introduction:

This cancellation policy applies to all services provided by CulturaLinks, including but not limited to lessons, consultations, and any other services that do not involve the sale of physical goods.

Right to Cancel:

Under the Consumer Contracts Regulations, customers have the right to cancel a service contract within 14 days of the day the contract is entered into, unless one of the exceptions applies.

If a customer requests services to begin within the cancellation period, they still maintain the right to cancel. However, they must pay for the value of the service that is provided up to the point of cancellation.

Exceptions:

The 14-day cancellation right does not apply if the service has been fully performed and the performance began with the consumer's agreement and acknowledgment that they would lose the right to cancel once the contract had been fully performed by us.

If the service is scheduled to occur within the 14-day period and is a one-off event (e.g., a single lesson or consultation), the right to cancel may be waived with the customer's explicit agreement and acknowledgment.

Cancellation Process:

To exercise the right to cancel, customers must inform us of their decision to cancel this contract by a clear statement (e.g., a letter sent by post, fax, or email).

Contact details for cancellation:

website: <https://www.culturalinks.co.uk>

email: communities@culturalinks.co.uk

T: 07785 742746

Effects of Cancellation:

If a customer cancels this contract within the 14-day period and has not requested the service to start during this period, we will refund all payments received.

If the service has begun during the cancellation period and is then cancelled, we will deduct an amount for the supply of the service for the period for which it was supplied, ending with the time when we were informed of the cancellation.

Refund Policy:

Refunds will be processed without undue delay, and in any event, not later than 14 days after the day on which we are informed about the decision to cancel the contract.

Refunds will be made using the same means of payment as used for the initial transaction unless expressly agreed otherwise.

Contact Information:

For more information about our cancellation policy, please contact us at:

communities@culturalinks.co.uk