NAPA Refund Policy

1. Purpose

The purpose of this policy is to clearly outline the circumstances under which refunds will and will not be provided by NAPA.

2. Scope

This policy applies to all customers and participants in qualifications, training courses, conferences and memberships offered by the National Activity Providers Association.

3. No Refund Policy

Refunds will not be issued under the following circumstances:

Qualifications and Training Courses: No refunds will be provided for payments made for registrations, enrolments, course materials once payment is completed.

Membership Fees: No refunds will be given for payments made for joining, renewing, or maintaining membership with NAPA.

Other Services: No refunds will be provided for any other fees associated with services provided by NAPA.

4. Refunds Policy

Refunds will only be provided under the following circumstances:

Service/Product Unavailability: If NAPA is unable to provide the service or product that you have paid for, a full refund will be issued. This includes cancellations of courses, conferences, unavailability of membership benefits, or any other service that cannot be delivered as promised.

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5. Procedure for Refunds

To request a refund under the eligible circumstances, customers must follow these steps:

1. Submit a Request: Contact us to submit a refund request. Please include your name, contact information, and details of the payment and service/product in question.

2. Review Process: Our team will review your request to determine eligibility based on the criteria outlined in this policy.

3. Decision Notification: You will be notified of the decision regarding your refund request within 14 days of submission.

4. Refund Issuance: If approved, refunds will be issued using the original payment method within 14 days from the approval date.

Policy valid until 31st March 2029

For any questions or concerns regarding this policy, please contact NAPA's Finance & Operations Manager,
finance@napa-activities.co.uk.