

## Refund Policy

Flying Futures have a 14 day refund policy which does not affect your statutory rights, in line with the Consumer Rights Act 2015.

When your son/daughter signs up to the NCS programme and pays the £50 administration fee, you have 14 days from that date to notify us that your son/daughter no longer wishes to take part in the NCS programme. If you notify us within these 14 days, we will be able to process a refund. If you notify us after 14 days of signing up, we cannot process a refund.

To notify us that your son/daughter no longer wishes to participate in the programme, you will need to call us on [01937222189](tel:01937222189) between 4pm and 9pm. The refund will be processed by crediting the money back to the card that you paid with. If you paid online via PayPal, the refunded monies will be credited back to your PayPal account.

The £50 administration fee is not a deposit. The £50 administration fee is to cover the costs incurred to Flying Futures to process the sign up and send out the correspondence required.

Flying Futures withhold the right to withdraw, at their discretion, any participants that do not respond to Flying Futures correspondence. In this instance, a refund will not be applicable. In addition to this, any correspondence from Flying Future's must be met with a response within 7 days. Failure to do so may lead to the participant being placed on a reserve list. As above, a refund will not be applicable in this case.