

## **REFUND AND CANCELLATION POLICY**

For details on our refund and cancellation deadlines and policies, please refer to the information below. Please note that our policies vary for payments made for One-Time Classes, Courses or Subscriptions (as defined below), and that payment options may vary from one service to another. Please also note that the refund policy is visible when you enroll, and it depends on the type of service and the refund policy as specified hereinafter.

### **STANDARD TERMS FOR ONE-TIME CLASS**

A one-time class has only one meeting session (“**One-Time Class**”). The following terms apply to all one-time class purchases:

You will receive a full refund in the following scenarios:

- ✓ If you cancel a One-Time Class up to 4 hours in advance before the commencement of the class. Although, no refund will be given if the purchase or the cancellation is made less than 4 hours before the commencement of the One-Time Class.
- ✓ If the teacher-in-charge (“Teacher”) cancels the One-Time Class in advance.
- ✓ If the One-Time Class is rescheduled, you will receive a full refund upon request. Rescheduling would mean that a student may be transferred to another session of the One-Time Class, at the teacher’s discretion.
- ✓ If the teacher misses the One-Time Class, you will receive a full refund upon request.
  
- ✓ If the teacher cancels a One-Time Class in progress, you will receive a full refund upon request.

You will not be entitled to refund in the following scenarios:

- ✓ If you miss the One-Time Class, you are not entitled to a refund.
- ✓ If the students have not joined the One-Time Class 10 minutes after the time the said One-Time Class was scheduled to start at, the One-Time Class may be cancelled, at the teacher’s discretion. This is considered a missed meeting and you will not be entitled to a refund for a missed meeting.

Please note that the no-refund rule with respect to a missed meeting will have no exceptions. Bambinos will not excuse this no-refund rule for any reason.

Teacher’s discretion:

- ✓ Consultants may transfer you to another session of the same One-Time Class, with your consent.

## **STANDARD TERMS FOR COURSES**

A course has a predefined number of meeting sessions over certain duration of time (“**Course**”). For example, a course on assertive reasoning would include 10 meeting sessions over the course of certain duration.

You will receive a full refund in the following scenarios:

- ✓ If you cancel a Course payment more than 4 hours before the commencement of the first session of the Course. Please note that no refund will be given if the purchase or the cancellation is made less than 4 hours before the commencement of the first meeting session of the Course, even if you do not attend any of the sessions.
- ✓ If the teacher cancels the Course in advance.

You will receive a partial refund in the following scenarios:

- ✓ If part of a Course is rescheduled, you will receive, upon request, a pro-rated refund based on the number of meetings that were rescheduled that you did not attend.
- ✓ If the teacher fails to teach the number of meetings promised, you will receive a pro-rated refund upon request.
- ✓ If the teacher cancels a Course in progress, you will receive a pro-rated refund based on the percentage of meetings you paid for, which were cancelled.

You will not be entitled to refund in the following scenarios:

- ✓ If you miss a session, you are not entitled to a refund. If you miss 3 consecutive sessions without communicating with the teacher, you forfeit the course fee and the teacher may cancel the course.
- ✓ If the students have not joined the meeting 10 minutes after the time the said meeting was scheduled to start at, the meeting may be cancelled, at the teacher’s discretion. This is considered a missed meeting and you will not be entitled to a refund for a missed meeting.

Please note that the no-refund rule with respect to a missed meeting will have no exceptions. Bambinos will not excuse this no-refund rule for any reason.

## **STANDARD TERMS FOR SUBSCRIPTIONS**

A subscription plan has a certain amount of points allocated that can be used to avail of different One-Time Classes or Courses or any of the services made available to you on our platform (“**Subscription**”).

Bambinos offer refunds back to the source for payments made on a Subscription plan for the unused points. The conversion of points to INR will be basis the last subscription purchased by the customer.

## **GENERAL TERMS OF REFUND IN CASE OF TERMINATION**

Although we strive to provide you with informative and consistent services for the holistic development of your child, we may have to terminate certain services due to reasons beyond our control. In case we terminate any of the services that you had already enrolled and paid for, you will receive a refund for the said service. The subscription points you use to pay for a One-Time Class or Course will be remitted to your Subscription plan, in case the said One-Time Class or the said Course is terminated.

In case your account is terminated or blocked, or you are barred from availing our services, on account of violation of Terms of Use, you will not receive any refund and you will forfeit the fees you had paid for One-Time Class/Course/Subscription.

You can cancel enrollments to One-Time Class or Course from your My Bookings page. For getting a refund of the unused points of your subscription or for any questions or concerns, contact us at [info@bambinos.in](mailto:info@bambinos.in).

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