

it's all about horticulture  
**GOOD to**



## **Cancellation and Refund Policy**

### **1. Background**

At Good to Grow Cooperative we strive to provide the highest standard of service to all our customer base, and customer satisfaction is very important to us.

#### **The Customer**

We understand that plans can change. Therefore, the consumer has 14 days from the purchase of a service, online course or live event to cancel and be eligible for a full refund.

If, for whatever reason, the customer is not happy with a webinar, live course/event or other service provided by Good to Grow a complaints procedure is in place. Should the Cooperative deem the Customer to have a legitimate concern or dissatisfaction with the service provided then a discount, partial refund or full refund will be offered. We aim to resolve any issue to the best of our ability.

#### **The Provider**

If for whatever reason the Provider of a webinar, live course or event is unable to host that course/event on the agreed date, an alternative date may be offered. If that alternative date is unsuitable, the Customer is entitled to a full refund. If the

Provider cannot facilitate such a later date that the Customer will be entitled to and receive a full refund.

Cancellation, refund requests should be made to [info@goodtogrow.coop](mailto:info@goodtogrow.coop)  
 Please allow 14 days for the processing of any refunds.

Further advice can be sought from Consumerline 0300 123 6262 or Advice Space.

Title	Refund Policy		
Author	Good To Grow Directors		
Date	21 <sup>st</sup> June 2021		
Approval	Name: ???	Date:	
Version	1.0	Supersedes	
Policy to be read in conjunction with:	Social Media, email and online policy Data Protection Policy		