

Cancellation Policy

This policy outlines the steps if a product or service is cancelled and includes information about timelines and penalties. The policy allows for providing consistent services to all customers, transparency, reassurance and a clear understanding of expectations.

To alert us to an absence or reschedule an appointment please contact us at info@launchlearningcentre.com.

If your child is unwell or cannot attend for another reason we require notification prior to their class. In the event of a missed appointment or session (when notice has been provided), we will offer you an alternative group makeup session. If a session is not available you will be offered a suitable makeup time. All makeup sessions must be used within the booked term. Any makeup sessions provided that are not fulfilled by the customer by the end of the term will be forfeited.

We understand emergencies can happen or circumstances can change suddenly. If you need to cancel your enrolment due to unforeseen circumstances, please contact us, and we will work with you to find a suitable solution. Please note we do not offer a refund for change of mind.

By booking with us, you agree to abide by our Cancellation Policy.

The policy is available on our website or in hardcopy form in our office. Any changes made to the policy will be added to the policy outlined via the website www.launchlearningcentre.com and sent to existing customers.

Should you have any questions or concerns regarding our Cancellation Policy you can contact our directors via email: info@launchlearningcentre.com

Last reviewed: 1 December 2025

Next review date: 1 December 2026

Responsible officers: Launch Directors