

Full Circle Centre - Refund Policy

Booking and Payment Terms

Payment Schedule

- Full payment is required 14 days prior to your scheduled booking
- Payment reminders will be sent 16 days before your booking date
- A final payment reminder will be issued 13 days prior to your booking

Cancellation and Refunds

Cancellation Notice Period

- Cancellations made more than 14 days before your booking date are eligible for a full refund
- Cancellations made 14 days or less before your booking date are not eligible for any refund

Refund Processing

- Eligible refunds will be processed within 5-10 working days
- Refunds will be returned using the same payment method used for the original booking
- Bank transfer fees, if applicable, will be deducted from the refund amount

Exceptional Circumstances

Force Majeure

- In cases of extreme weather, government restrictions, or other circumstances beyond our control that prevent the Centre from operating, bookings may be rescheduled or refunded at our discretion

Centre Closure

- Should the Full Circle Centre need to cancel your booking due to unforeseen circumstances, a full refund will be provided immediately

Contact Information

For all cancellation requests and refund enquiries, please contact us at least 24 hours before the 14-day deadline to ensure your request is processed in time.

This policy applies to all room hire bookings at the Full Circle Centre and forms part of our booking terms and conditions.