

# Bambinos Refund Policy

*Effective 2026 | The Founder's Guarantee*

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At Bambinos, we believe every child's learning journey should begin with confidence, not hesitation. We stand firmly behind the quality of our programs, and we want your decision to invest in your child's future to feel secure from day one. This policy outlines the clear, fair terms under which a refund may be requested.

## The Founder's Guarantee: 100% Peace of Mind

Our refund commitment is straightforward, fully pro-rated, and processed promptly. The specific terms vary by package, as outlined below.

## Refund Eligibility

This refund policy applies exclusively to enrolments in the 96-Session package. Programs or packages with fewer than 96 sessions are not eligible for any refund, in part or in full, once enrolment is confirmed. Refunds are applicable only within 60 days of the date of enrolment.

### 96-Session Package

- **Pro-Rated Refund:** You pay only for sessions already attended.
- **Deductions:** A 20% operational and payment gateway deduction applies, along with an 18% GST deduction on the refundable amount.
- **Refund Window:** Refunds are applicable only within 60 days of the date of enrolment.
- **Kit Return:** Any physical learning kits must be returned in their original, unused condition.
- **Processing Time:** Refunds are completed within 14 business days of approval.

## How to Request a Refund

To initiate a refund, please write to our support team at [support@bambinos.live](mailto:support@bambinos.live) with your registered contact details and a brief reason for the request. Our team will acknowledge your request within two business days and guide you through the next steps, including kit return where applicable.

## Acknowledgment of Policy

Parents are encouraged to review this refund policy before completing payment, and may request a copy from our team at any time. This policy is published on our website and shared via email at the time of enrolment. Once payment is made, we consider it confirmation that you have read, understood, and accepted these terms in full.

## Program Switch in Lieu of Refund

Where a refund has been requested, parents may instead choose to transfer the remaining balance toward another Bambinos program of equivalent value. Our team will be happy to recommend a suitable alternative based on your child's interests and learning goals.

## Important Notes

- **Refund Method:** Refunds are returned to the original payment method used at the time of purchase.
- **Sessions Attended:** A session is considered attended once it has been delivered or marked as a no-show without prior notice.
- **Promotional Credits:** Discounts, scholarships, or promotional credits applied at checkout are non-refundable.
- **Policy Updates:** Bambinos reserves the right to update this policy. The version effective at the time of your enrolment will apply to your refund request.

*We have removed the risk so that you can focus on what truly matters, watching your child grow. You have our word.*

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