

Refund and Cancellation Policy

Acceptance of Terms

By registering in any Youth ARE Youth membership, training, event, or service, you agree to be bound by this Refund and Cancellation Policy together with all applicable Youth ARE Youth Terms and Conditions.

Confirmation of Registration or Payment

Upon successful payment, Youth ARE Youth will issue a confirmation via email or official communication channel. Participants are responsible for reviewing all details carefully and notifying Youth ARE Youth promptly of any errors.

Payment Terms

All payments must be made in full before access to any Youth ARE Youth programme, membership, training, or service is granted.

Fees are charged as published at the time of payment and may be revised from time to time.

Where payment is made by a sponsor, employer, donor, or third party on behalf of a participant, the participant remains ultimately responsible for compliance with Youth ARE Youth policies.

Cancellation by the Participant

Cancellations made before the official start date of a programme, or activity may qualify for a refund, subject to administrative deductions.

Cancellations made after the programme or activity has commenced are not refundable.

Failure to attend or participate without prior written cancellation will be treated as a no-show, and no refund or credit will be issued.

Membership fees are non-refundable, as membership benefits become active immediately upon payment.

Refund Eligibility

Refunds will only be considered under the following circumstances:

- Administrative error by Youth ARE Youth
- Programme cancellation by Youth ARE Youth
- Duplicate payment

Approved refunds will be processed using the original method of payment or issued as a credit, at Youth ARE Youth's discretion.

Refunds, where applicable, will be processed within 14–21 working days.

Programme Cancellation by Youth ARE Youth

If Youth ARE Youth cancels a programme, training, or activity, participants will be entitled to:

- A full refund or
- A credit toward a future Youth ARE Youth programme

Youth ARE Youth shall not be liable for any additional costs incurred by participants, including but not limited to transport, accommodation, data, or personal expenses.

Force Majeure

Youth ARE Youth shall not be held liable for cancellations, postponements, or changes caused by events beyond its reasonable control, including but not limited to:

- Natural disasters
- Epidemics or pandemics
- Government restrictions
- Power, internet, or system failures

In such cases, Youth ARE Youth may offer a credit or rescheduled participation but is not obligated to issue cash refunds.

Conduct and Integrity

Youth ARE Youth reserves the right to suspend or terminate participation without refund where a participant:

- Engages in misconduct
- Violates programme rules
- Provides false information
- Compromises the integrity of assessments, training, or digital platforms

Changes to This Policy

Youth ARE Youth reserves the right to amend this Refund and Cancellation Policy at any time for operational, legal, or regulatory reasons. Updated versions will be communicated through official Youth ARE Youth channels.

Contact Information

All refund or cancellation requests must be submitted in writing to Youth ARE Youth through official communication channels.