



Refunds Policy Statement

Introduction

Revitalise always seeks to provide high quality short breaks and holidays for all our guests, that successfully combine a unique hospitality service with personalised care and support.

Our holiday fees are based on the real costs of delivering this unique service model and are fixed around the staffing costs required for registered care settings and the specialist facilities required for disabled people to be supported comfortably and safely in a hotel style environment.

Whilst, overwhelmingly, our guests express a high degree of satisfaction with our service, we recognise that there may be exceptional circumstances where we are unable to meet the full range of a guest's needs and requirements. In these rare circumstances, it may be necessary to offer a refund of monies paid for services that have not been delivered or received.

Where a guest is **unable to take up a booked holiday due to personal circumstances**, this will be subject to the terms of the **Revitalise cancellation policy**.

Principles

This policy statement sets out the principles under which a full or partial refund may apply.

- Refunds are considered and offered only where a guest **does not** receive the service or equipment that they have paid for as a result of this being unavailable or absent for the entirety or part of their stay. A refund will be proportionate to the period of the unavailability/absence of the service or equipment paid for.
- Where a guest departs earlier than the holiday period booked due to an unresolved absence of service/equipment or an unresolved reported deficiency in the service received, a partial refund may be considered.
- Any absence of service or equipment or service deficiency must be reported to the General Manager **within 24 hours and no later than 48 hours** so that this may be satisfactorily resolved. If the deficiency cannot be resolved, necessitating an early guest departure, then a refund will be offered for the days where the paid service has not been received.
- In the event a guest discovers an issue and reports it after the 48-hour period ends, Revitalise will still direct the guest to contact the General Manager to resolve the issue. In the first instance
- Refunds cannot not be considered or made if these are reported after the booked holiday period and the service has already been received.

- Revitalise cannot consider or offer refunds for issues that lie outside its direct control, e.g., personal circumstances of guests requiring them to depart early. Guests are advised to seek redress elsewhere or make a claim on their personal insurance.

- In the event that a guest reports a deficiency in the safety of their care and support, this will be addressed and reported through the relevant statutory care authorities and will **not** be subject to a refund claim.

- In the event of a guest being dissatisfied with any aspect of the service they receive; this should be reported at the earliest opportunity to the Duty Manager who will escalate this to the General Manager so that it can be resolved. If not resolved to the guest's satisfaction, it should be addressed through our complaints process. A refund will only be considered if it meets the principles outlined above.

- In the event that an element of the service is absent/unavailable and significantly diminishes the guest experience, then a complimentary voucher may be offered at the discretion of the General Manager

Procedure

- A guest or person acting on their behalf, should state the nature of the unresolved service absence or deficiency in writing as part of the Revitalise complaints process.
- Where a refund is requested that meets the terms of our refund policy, then this will be reviewed by a senior member of Revitalise Executive team and confirmed to the complainant in writing and within 14 days of the claim being made.

Revitalise

July 2023