**Bigfoot’s ‘Money Back Guarantee’ Promise**

We want to limit any schools concerns about spending their money on services like ours. Therefore, our ‘money back guarantee’ offer, relevant for all one day projects and programmes, ensures that your students have access to high quality creative provision at no financial risk to your school. So, if you are not happy with our service and the quality of our work, for any legitimate reason at all, we will provide you with a full refund upon receipt of a claim; it’s as simple as that!

**This offer is subject to the following terms and conditions:**

* All customers who wish to make a claim under the Money Back Guarantee\* offer must inform Bigfoot via email of their intention to do so within 5 working days of the original booking taking place.

\*’Money Back Guarantee’ will hereafter be referred to as ‘MBG’.

* Claims made under the MBG offer are in relation to all one day projects and programmes ONLY. This includes all ‘Curriculum Enrichment’ assembly and workshop packages, inclusive of PSHCE projects, Buzz Days and Go Mantle, as well as all specialist Buzz Days. Creative Residencies, Out of School Clubs, and all arts week courses are not part of the MBG offer due to the long term commitment of both parties to trial, amend, and evaluate the work on an ongoing basis.
* The MBG offer is subject to schools completing our ‘MBG Feedback Form’ which requests further details about the reason for the claim. This could be for any, but not limited to, one or more of the following reasons:
	+ Poor workshop planning resulting in an inadequate workshop being delivered
	+ Our inability to achieve the aims and objectives of the session, for whatever reason, as set out on your ‘booking form’.
	+ A facilitator’s lack of engagement with your students and/or the subject matter.
	+ Serious breach of Bigfoot’s child protection and health and safety procedures which are designed to ensure that all children are working in a safe and inclusive environment at all times.
* All claimants must ensure that they have fully adhered to all of ‘Bigfoot’s Booking Terms and Conditions’ which are signed and returned by the school prior to the booking taking place, prior to making a MBG claim. These terms and conditions outline the obligations of Bigfoot, the assigned facilitator, and the school, and guarantee that all parties have done their utmost to support and protect the interests of all parties in advance of our visit.

PLEASE NOTE: Any claim made, resulting from a school’s inability to fully adhere to ‘Bigfoot’s Booking Terms and Conditions’, will be deemed null and void.

* Bigfoot will seek to verify each claim by requesting full details of all workshops that took place and are being investigated for the purposes of a MBG refund. Therefore, all school staff involved will be approached to provide a supporting statement of the original claimant. This is to ensure no foul play with claims being made due to:
	+ A difference of opinion regarding the delivery of the aims and objectives achieved during the workshop
	+ Personality clashes resulting in subjective prejudice against any individual facilitator.
	+ A misunderstanding about what is deemed as a ‘serious breach of child protection and health and safety procedures’.
	+ An individual w anting to take advantage of this offer, despite the majority of staff deeming our workshop a success.
* All claimants must return the ‘MBG Feedback Form’ within 5 working days of it being issued. Bigfoot will inform claimants of the outcome of the claim and provide details regarding the return of funds, within 5 working days. Please note that if an invoice has NOT already been raised for the work that took place, no further paperwork will be issued and the case will be closed.