

Refund Policy

Brella purchases are non-refundable so we can maintain our high-quality program and our full-time center staff. Hours canceled within our cancellation window are returned as credits to the user's account and may be used to purchase child care, meals, classes, or services from Brella in the future. Credits are non-transferrable.

Refund Policy:

All sales are final. We do not offer refunds or exchanges for any purchased child care hours, meals, classes, or services purchased through Brella. This policy applies to all purchases including, but not limited to child care hours, parent education classes, family classes, child meals, and other services rendered by Brella.

Exceptions:

Brella may, at its sole discretion, consider refunds or exchanges in exceptional circumstances, such as those listed below. Exceptions to this policy will be evaluated on a case-by-case basis and granted solely at Brella's discretion.

- Reasons for an exception to our refund policy:
 - Brella is unable to care for a child based on a specific physical, emotional or other need identified by Brella
 - Brella does not provide the service due to an interruption such as a closure
 - A booking error or mistake made by the customer, such as an accidental double booking, a booking made on the wrong date/time, or a booking for the incorrect child, only if Brella is notified by email within 12 hours of the mistake and the booking is not used.
 - A technical issue caused by Brella or its mobile app such as a documented system error that caused a booking to be lost, duplicated, or mismanaged. In this case the customer must provide evidence of this technical issue, such as a screenshot.
 - Significant financial hardship such as the loss of the employment by the primary breadwinner or a significant medical emergency.
- Reasons NOT eligible for an exception to our refund policy:
 - Family has moved or relocated
 - Enrollment in a new school or child care situation
 - Illness

Contact Us:

If you have questions about our refund policy, please contact us before making a purchase. We encourage you to review our [Payment Terms](#) and [Admission, Cancellation and Refund Agreement](#) (signed during your initial enrollment paperwork at Brella) for further information regarding your rights and obligations with respect to your purchases.

Changes to this Policy:

Brella reserves the right to update or change this refund policy at any time. Any changes will be effective immediately upon posting the updated policy on our website. By making a purchase with Brella, you acknowledge that you have read and agree to abide by this no refund policy.