

AuPairBureau.com Refund Policy

AuPairBureau.com

Effective Date: 13 November 2025

1. Your Statutory Right to Cancel

In accordance with the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a 14-day "cooling-off" period to cancel your Premium Membership, starting from the day you make your payment.

You are entitled to a full refund during this 14-day period, provided the service has not been used.

2. Waiver of Cancellation Right

By purchasing a Premium Membership, you give your **explicit consent** for AuPairBureau.com to provide the service immediately.

You **acknowledge** that if you begin to use the Premium Membership services during the 14-day cooling-off period, you **lose your right to cancel** and will not be eligible for a refund.

3. Definition of "Use of Service"

The Premium Membership service is considered "used" and your right to a refund is waived if any of the following actions are performed by you (the "Family" or "Agency"):

- You send a personalised message to any au pair.
- You reply to a personalised message from any au pair.
- You exchange any contact information (such as email addresses, phone numbers, or social media profiles) with another user via the platform's messaging system.
- You access any restricted contact details provided on an au pair's profile.

4. Cases Where No Refund Will Be Issued

A refund for a Premium Membership will not be provided under any circumstances if:

- The service has been "used" as defined in Section 3.
- Your account is suspended, blocked, or terminated due to a violation of our Terms of Service.
- You fail to provide accurate information or any requested verification documents.
- You delete your account before a refund request is submitted and processed, as this makes it impossible to verify whether the service was used.

- You create a new account and purchase a new membership after a previous account was blocked for a policy violation.

5. Other Refund Considerations

Pro-Rata Refunds

AuPairBureau.com does not offer partial or pro-rata refunds. If you choose to cancel your membership or delete your account before your subscription period ends, you will not be refunded for the unused portion of the membership.

One-Time Refund Policy

Our refund policy, where applicable under Section 1, allows for a one-time refund per user only. Any subsequent refund requests will be declined.

Double Payments

In the rare event of a duplicate payment or a technical error leading to a double charge, please contact our customer service immediately. We will verify the charge and refund the duplicate payment in full.

Technical Issues

If you experience technical problems with the platform, this is a support issue, not grounds for a refund. Please contact our customer service centre for assistance, and we will work to resolve the issue promptly.

6. How to Request a Refund

All refund requests must be made in writing within the 14-day cooling-off period and before any use of the service.

Please send your request to our customer service team by visiting our contact form at: aupairbureau.com/contact