

360 Park Homes Limited

Refund & Cancellation Policy

This Refund & Cancellation Policy explains how refunds, cancellations, recurring subscriptions and advertising package terminations are handled by 360 Park Homes Limited (“360 Park Homes”, “we”, “our” or “us”).

Contents

1. Digital Advertising Services
2. Subscription Listings
3. Cancellation of Recurring Payments
4. Refund Eligibility
5. Non-Refundable Circumstances
6. Listing Removal
7. Promotional Offers & Free Listings
8. Chargebacks & Payment Disputes
9. Changes to Packages & Pricing
10. Contact Information

1. Digital Advertising Services

360 Park Homes provides digital advertising and listing services for residential park homes.

By purchasing an advertising package, users acknowledge that the service begins once a listing is submitted, reviewed, approved or published on the platform.

2. Subscription Listings

Certain listing packages operate on recurring subscription billing through Stripe.

Subscription packages may include:

- 3 month listings;
- 6 month listings;
- annual listings;
- “until sold” packages;
- featured or promotional upgrades.

Recurring subscriptions automatically renew unless cancelled before the renewal date.

3. Cancellation of Recurring Payments

Users may cancel recurring subscriptions at any time through their account settings or payment provider portal where available.

Cancellation prevents future renewals but does not automatically generate refunds for active subscription periods already paid for.

Users remain responsible for managing and cancelling their subscriptions before renewal dates.

4. Refund Eligibility

Due to the digital nature of advertising services, refunds are generally not available once a listing has been approved or published.

Refunds may only be considered where:

- duplicate payments occur;
- technical faults prevent a listing from being published;
- payment was taken in error;
- the purchased service was not delivered.

Any approved refund remains entirely at the discretion of 360 Park Homes unless otherwise required by applicable law.

5. Non-Refundable Circumstances

Refunds will generally not be provided for:

- change of mind;
- low enquiry volumes or lack of buyer interest;
- accidental purchases;
- unused subscription time;
- listing removals due to Terms breaches;
- rejected listings that breach platform rules;
- promotional or discounted packages already redeemed.

Advertising exposure, publication and platform visibility constitute partial fulfilment of digital services.

6. Listing Removal

360 Park Homes reserves the right to remove, suspend or reject listings at any time in accordance with the platform Terms & Conditions.

Removal of a listing does not automatically entitle a user to a refund.

Listings removed due to inaccurate information, prohibited content, abusive conduct or policy breaches may be terminated without compensation.

7. Promotional Offers & Free Listings

Launch offers, coupon codes, discounted packages, free listings and promotional upgrades may be limited, withdrawn or amended at any time.

Free or discounted listings remain subject to all moderation, approval and removal rights outlined within the platform Terms & Conditions.

8. Chargebacks & Payment Disputes

Users agree to contact 360 Park Homes before initiating payment disputes or chargebacks where possible.

Fraudulent or abusive chargebacks may result in:

- account suspension;
- listing removal;
- restriction of future platform access;
- recovery action for unpaid balances or associated fees.

9. Changes to Packages & Pricing

360 Park Homes reserves the right to amend listing packages, subscription structures, pricing, advertising features or promotional offers at any time.

Changes will not normally affect already active paid listing periods unless required for operational, legal or technical reasons.

10. Contact Information

360 Park Homes Limited

The Office Fox Park, North St,
Barrow Upon Soar,
Leicestershire,
LE12 8PZ

Email: contact@360parkhomes.com