

Kabwata Baptist Church

Refund and Cancellation Policy

Policy Name	Refund and Cancellation Policy
Effective Date	September 22, 2025

Introduction

Kabwata Baptist Church is committed to providing a transparent and respectful experience for all members, guests, and supporters who engage with our services, resources, or events. We recognize that every transaction reflects trust in our leadership and ministry, and we are dedicated to handling cancellations, returns, and refunds with integrity and accountability. This policy outlines the terms and conditions for refunds and cancellations, ensuring that all participants understand their rights and responsibilities while supporting the work of the church.

Event and Conference Cancellations

Participants may cancel their registration for a church event or conference before the event date. To cancel, please contact our church office at the details below. We will make every effort to accommodate your cancellation request.

Refunds

Upon cancellation, Kabwata Baptist Church will process a refund for the registration or resource, where applicable. Refunds will be issued using the same payment method used for the original transaction and will be processed within 14 business days. Please note that certain administrative or processing fees may not be refundable.

Resources and Publications

If you have obtained church publications or resources (such as books, CDs, or study materials), returns are accepted only if the item is defective or damaged upon receipt. Returns must be initiated within 7 calendar days of receiving the item.

Damaged or Defective Resources

If you receive a defective or damaged resource, please notify our church office within 7 calendar days. We will provide instructions for return; upon receipt, we will either issue a refund or provide a replacement, according to your preference.

Donations and Tithes

Please note that tithes, offerings, and donations made to Kabwata Baptist Church

are non-refundable. These contributions are considered voluntary gifts in support of ministry work.

Changes to the Policy

Kabwata Baptist Church reserves the right to amend or update this refund and cancellation policy at any time. Any changes will become effective immediately upon posting on our official website or notice boards. We encourage you to review this policy periodically for updates.

Contact Information

Kabwata Baptist Church

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Lusaka, Zambia

<https://kabwatabaptistchurch.com/contact-us/>

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We thank you for your understanding and for partnering with Kabwata Baptist Church in the work of the gospel.

Kabwata Baptist Church Leadership