



# Three Bridges Primary School

## Refund Policy

**Review Date:** December 2023

**Next Review:** December 2025

**Headteacher:**

A handwritten signature in black ink, appearing to read 'T. Emberson', is placed on a light grey rectangular background.

## **REFUND POLICY**

### **SUMMARY**

The legislation governing the charging for school activities as set out in the Education Act 1996: Sections 449-462 is explained in the School's Charging and Remissions policy. This document explains the School's policy regarding the refund of payments and voluntary contributions for those events that are charged for.

In general, the School does not automatically generate refunds as events requiring a voluntary contribution are, in the majority of cases, already subsidised by the School. The only exception to this is where the activity is cancelled due to unforeseen circumstances e.g. Pandemic, insufficient voluntary contributions to fund a trip, cancellation by venue etc and no future viable date is planned.

### **GUIDELINES FOR REFUNDS**

#### **1. Day Trips and Events in School**

Refunds may apply where the non-attendance of the child/adult on the trip or visit is deemed to be unavoidable e.g. illness or family emergency

#### **2. Out-of-Hours Clubs**

Payment for attendance at these clubs is payable directly to the external provider e.g. football, dance etc. The School offers no refund for non-attendance for any reason and parents/guardians should apply directly to the provider.

#### **3. After School and Breakfast Clubs**

Bookings and payments for After School and Breakfast Clubs are made via our online booking system, Schools Buddy. Refunds will not be given for cancellations with less than 24 hours' notice. If a child is booked for two hours but is collected earlier, the difference cannot be refunded. If parents do not wish their child to attend a session they must notify the School Office giving at least 24 hours' notice. If parents wish to cancel their booking with more than 24 hours' notice, this can be done on the School Buddy website.

Eligible refunds will be in the form of a credit made to your Schools Buddy account which can be used for future bookings. In the event that no future attendance at the clubs is planned, parents/guardians may apply for a refund.

#### **4. Residential Visit**

Initial deposits must be paid at the time of reserving a child's place on the visit. This deposit is non-refundable in line with the Tour Operator's policy. Refund of remaining payments up to the full value of the visit will be at the discretion of the School and will take into account whether the place can be filled by another child and/or whether the School is able to obtain a refund from the Tour Operator.

## 5. School Lunches

Hot lunches are ordered directly from Chartwell. Parents/guardians should contact Chartwell directly for eligible refunds.

### **APPLYING FOR A SCHOOL REFUND**

All applications for a refund from the School should be made in writing or via email at [office@tbps.org.uk](mailto:office@tbps.org.uk) within 30 days of the trip/event. The letter/email should be entitled 'Application for Refund' and the request should state clearly the trip/event, the amount and the reason for the refund.

### **REFUND PAYMENT METHOD**

Refunds, unless there are exceptional circumstances, will only be made via the original payment method on the relevant payment site i.e. ParentPay. In the unlikely event that the refund cannot be made via the original payment method, a BACS payment may be arranged which will necessitate the parent/guardian providing details of their personal bank account to the School. The School operates a cashless payment system and no cash refunds will be given.