



Returns and Refunds Procedure

Reviewed in School:	September 2023
Approved by Governors:	11 December 2023
Next review date:	September 2026



Returns and Refunds Procedure

Please note that:

- All requests for refunds should be in writing from a parent/carer to the Finance Office.
- Notwithstanding the details below, with the agreement of a Senior Leadership Team (SLT) member, the Academy will consider all reasonable requests for discretionary refunds. No award outside of this procedure will constitute a precedent.

The Academy will only pay a full refund to the person who made the initial payment if:

- An item sold by the Academy is:
 - accompanied with proof of purchase and;
 - is unused, undamaged and is no longer required for any reason, within 14 days of purchase or
 - faulty (Please note that a replacement may be offered instead) or
 - not as described or
 - does not fulfil its intended purpose.
- The Academy is forced to cancel a trip, visit, or activity for reasons not highlighted when offered as being a risk to the parent/carer. In this case, refunds will not be made until any funds payable by the Academy's insurers have been paid to the Academy.
- The Academy or one of its staff has to withdraw a child from a trip, visit, or activity unless withdrawn due to that child's behaviour. If a child is withdrawn from a school event or visit due to concerns over that child's behaviour, no refund will be payable.
- There is a balance remaining on the child's cashless catering account. Balances will be repaid on request.
- Event tickets will only be refunded in the event of being resold and all the performances for the production already being sold out.

The Academy will only pay a partial refund to the person who made the initial payment if:

- A parent/carer withdraws their child from an Academy trip, visit or activity after the payment deadline has passed and there are funds remaining both unpaid and uncommitted to suppliers. The refund will be the sum paid less costs incurred to make the refund; less sums paid or committed plus any amount that can be recovered via the Academy's insurance policy.
- Contributions for a trip, visit, or activity have exceeded the total cost (including any payments involved in paying refunds). In such instances, the excess will be refunded.

The Academy will NOT pay a refund if:

- A parent/carer withdraws their child from an Academy trip, visit or activity after the initial deadline has passed and the Academy has paid or is committed to



pay to reserve a place on the trip, visit or activity and the cost cannot be recovered via the Academy's insurance policy. **NB** This clause will still apply even if a child has left the school as, in most cases, a student will still be able to attend a school visit.

- The Academy is forced to withdraw a child from an activity due to the child's poor behaviour.
- An item is no longer wanted, but is not faulty, after 14 Academy days have elapsed since purchasing.
- Returned event tickets are re-sold, unless all the performances for the production are already sold out.
- The initial payment was made directly to a 3rd party.

Charging for educational visits:

The Academy can include all reasonable costs within the charge of the trip.

Not all trips can be calculated exactly due to fluctuating prices and student numbers attending. If a trip has a large surplus the Academy will refund this surplus money to parent / carers via ParentPay. If the surplus is too small for refunds the Academy will keep this surplus. This will be used to fund any future trips. This limit is set at no more than £5.00 per pupil or 2% of the overall cost whichever is the least.

* This policy should be read in conjunction with our Charging and Remissions Policy