



SIR ROBERT PATTINSON ACADEMY

RETURNS AND REFUNDS PROCEDURE

Reviewed in Academy:	September 2026
Approved by Trustees:	September 2026
Next Review Date:	September 2029

Returns and Refunds Procedure

Please note that:

- All requests for refunds should be in written communication from a parent/carer to the Finance Office.
- Notwithstanding the provisions of this procedure, the Academy may consider reasonable requests for discretionary refunds with the approval of a member of the Senior Leadership Team (SLT). Any such decision shall be made on its individual merits and shall not constitute a precedent for future cases.

Full refunds

The Academy will provide a refund to the individual who has made the original payment in the following circumstances:

An item purchased from the Academy:

- is accompanied by proof of purchase; and
- is unused, undamaged and no longer required, provided it is returned within 14 days of purchase and the Academy is able to return and receive a refund; or is faulty (the Academy reserves the right to offer a replacement instead of a refund); or
- is not as described; or
- is not fit for its intended purpose.

The Academy is required to cancel a trip, visit or activity for reasons not previously identified as a potential risk to parents/carers. Any refund will be processed after any insurance claims due to the Academy have been settled.

The Academy withdraws a pupil from a trip, visit or activity for reasons other than the pupil's behaviour.

A pupil leaves the Academy with a credit balance remaining on their cashless catering account. Credit balances will be refunded upon request.

Event tickets are refunded only where they can be successfully resold, and all performances have otherwise sold out.

Partial Refunds

The Academy may provide a partial refund to the individual who made the original payment in the following circumstances:

- 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 uncommitted and unpaid to suppliers.

The refund will be calculated after deducting:

- Any costs incurred
- Any sums committed to the supplier
- Any administrative costs associated with processing the refund

Contributions collected for a trip, visit or activity exceed the final cost of the activity, including any costs associated with providing refunds. The surplus amount will be refunded where appropriate.

Circumstances Where Refunds Will Not Be Made

The Academy will not provide a refund where:

- A parent/carer withdraws their child from a trip, visit or activity after the relevant deadline and the Academy has already paid, or is contractually committed to pay, costs associated with the trip, visit or activity that cannot be recovered through insurance.
- Non-refundable deposits have been paid

Note: This provision applies even where a pupil has subsequently left the Academy, as they may still be eligible to attend the visit or activity.

- A pupil is withdrawn from a trip, visit or activity due to poor behaviour or a breach of the Academy's behaviour expectations.
- An item is returned more than 14 days after purchase solely because it is no longer required and is not faulty.
- Event tickets are returned and cannot subsequently be resold.
- The original payment was made directly to a third-party provider rather than to the Academy.

Charging for Educational Visits

The Academy may include all reasonable costs associated with a visit, trip or activity when determining the charge to parents/carers.

As costs and participation levels may vary, it is not always possible to calculate the final cost precisely before an activity takes place. Where a significant surplus remains following completion of a trip, visit or activity, the Academy will refund the surplus to parents/carers via the original payment method wherever practicable.

Where the surplus attributable to an individual pupil is less than **£10.00** or **2% of the total trip cost**, whichever is the higher amount, the Academy may retain the surplus and apply it towards future educational visits and activities for pupils.

All refunds will normally be credited to the ParentPay account from which the original payment was made. Where this is not possible or appropriate, the Academy will determine an alternative method of refund.

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