

Payments and Refunds

Payments you make at the school office or online are subject to this policy.

School Trip Permissions

By paying for a school trip, you are giving permission for your child to attend.

Proof of Purchase

It is important that you retain proof of your purchase. This is either:

- a receipt from a point-of-sale transaction at the office
- a confirmation email from our website

Tangible Items

Tangible items are physical items purchased from school. For example book bags, PE pumps and water bottles.

A full refund will be given on tangible items only if the item is faulty.

Intangible Items

Intangible items include subscriptions for after school activities, school trips, music lessons and dinner money.

After School Activities

Partial refunds

Partial refunds will be given in case of:

- staff absence which causes an after school activity session to be cancelled
- other circumstances which cause school to cancel a session
- a child attending a residential visit that causes them to miss an activity
- a child attending a day trip or sporting activity that causes them to miss an activity

Partial refunds will not be given in case of:

- pupil absence
- a pupil not wanting to attend an activity on the day

Full refunds

By paying for an after school activity, you are entering into a service contract with us. You have fourteen days from the start of the contract (the first day of the activity) to cancel and receive a refund. If your child has accessed the activity, this refund will be proportional to the number of sessions attended.

Day trips

If your child misses their day trip due to an illness, a refund will be provided.

Music lessons

Missed lessons

If your child misses their music lesson, due to absence of other commitments (e.g., a school trip), the music teachers will endeavour to provide a catch-up lesson. If the teacher is not able to provide a catch-up lesson, your child will be invoiced for one lesson fewer in the next half-term.

Dinner money

When you pay for your child's dinners, the money is added to their account, which is deducted each time they order a meal at school. If, when your child leaves school, their dinner money account is in credit, a refund will be provided.

If your child becomes eligible for Free School Meals, and there is credit in their account, you can request a refund.

Requesting a refund

To request a refund, please ask a member of the office staff for a *Request for Refund* form.

Refunds are paid directly into a UK bank account of your choice. We do not give cash refunds, and refunds cannot be deducted from future payments.