



Refunds Procedures
Dated: June 2018
Review Period: 3 Years
Finance/Resources Committee
Author: LC
Reviewed by Author LC February 2022
Approved by Trustees on 22 March 2022
Reviewed by Author LC February 2023
Approved by the Trustee Board 28 March 2023
Reviewed by Author LC February 2024
Approved by the Trustees Resources Panel 13 March 2024
Reviewed by LC June 2025
Approved by the Trustee Resources Panel 5 June 2025
Reviewed by LC, with minor changes made June 2026

Returns and Refunds Policy

Please note that

- All requests for refunds should be in writing from a parent/carer to the Finance Team.
- Notwithstanding the details below, with the agreement of a Senior Leadership Team (SLT) member of a relevant school to meet additional costs from within delegated budget limits, the Trust will consider all reasonable requests for discretionary refunds. No particular award outside of this procedure will constitute a precedent.

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

- An item sold by the Trust 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
 - was paid for directly to the Trust
 - not as described or
 - does not fulfil its intended purpose.
- The Trust 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 Trusts insurers have been paid to the Trust

- The Trust or one of its School staff has to withdraw a child from a trip, visit, or activity unless withdrawn due to that child's behaviour. If a child is withdrawn from a school event or visit due to concerns over that child's behaviour, no refund will be payable.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 Trust will only pay a partial refund to the person who made the initial payment if:

- A parent/carer withdraws their child from a School 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 Trust's insurance policy.
- A parent/carer withdraws their child from a School trip, visit or activity before 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 and less charges incurred accept the original payment.
- 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 Trust will NOT pay a refund if:

- A parent/carer withdraws their child from a School trip, visit or activity after the initial deadline has passed and the Trust 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 Trust'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 Trust is forced to withdraw a child from an activity due to the child's bad behaviour.
- An item is no longer wanted, but is not faulty, after 14 Trust 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

NB: In all TLT policies, the use of the words 'Trustees' may also be read to mean 'Local Governors' and 'Head teacher' may also mean 'CEO' ... and vice versa