



Refunds Procedures

June 2018

Review Period 3 Years

Finance Group

Author NF

Returns and Refunds Procedures

Please note that

- All requests for refunds should be in writing from a parent/guardian to either the relevant Cash Office or the Finance Manager.
- Notwithstanding the details below, 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 offer a full refund to the person who made the initial payment if:

- The item sold by the Trust (accompanied with proof of purchase) is
 - faulty or
 - not as described or
 - doesn't fulfil its intended purpose. Please Note that a replacement may be offered instead.
- The Trust is forced, for whatever reason, to cancel a trip, visit or activity
- The Trust has to withdraw a child from a trip, visit or activity unless the Trust withdraws that child due to that child's poor behaviour.
- An item (if unused, undamaged and accompanied by proof of purchase) is no longer required for any reason, within 14 Trust days of purchase
- A balance remains on the child's cashless catering account upon the child leaving the Trust
- Returned event tickets are re-sold, only if all the performances for the production are already sold out

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The Trust will only offer a partial refund to the person who made the initial payment if:

- A parent/guardian withdraws their child from a Trust trip, visit or activity after the payment deadline has passed and there are funds remaining unpaid or uncommitted. 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.

- 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 offer a refund if:

- A parent/guardian withdraws their child from a Trust trip, visit or activity after the initial deadline has passed and the Trust has paid or 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
- 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

Approved by the Trustee Board on 26 June 2018