Lamberhurst St. Mary's CE Primary School

Refund Policy

Date Written	November 2025
Written By	Mr. I Cooper
Date Agreed by Governing Body	27th November 2025
Headteacher	Mrs. C Vickery-Booth
Chair of Governors	Mr. P Edgesmith
Date of next full review	November 2028

Inspired by the Parable of the Sower, all children and adults in our inclusive Christian school community are able to thrive and flourish. Like seeds on good earth, all are nurtured with supportive loving care.

RESILIENCE COMMUNITY ASPIRATION KINDNESS

This policy will be reviewed <u>at least</u> annually and/or following any lessons learnt and/or updates to national or local guidance and procedures.

	Name	Contact information
Designated Safeguarding Lead (DSL)	Mrs. Charlotte Vickery-Booth	headteacher@lamberhurst.kent.sch.uk
Deputy Designated Safeguarding Lead	Mrs. Nicola Mitchell	dht@lamberhurst.kent.sch.uk
Deputy Designated Safeguarding Lead	Mrs. Carla Belling	senco@lamberhurst.kent.sch.uk
Headteacher	Mrs. Charlotte Vickery-Booth	headteacher@lamberhurst.kent.sch.uk
Chair of Governors	Mr. Peter Edgesmith	govpe@lamberhurst.kent.sch.uk

Refunds Policy

In the event of a cancellation by the school or a pupil withdrawal from a paid activity or service, the school will endeavour to provide a full or partial refund where appropriate and where costs have not been irreversibly committed. Refunds will be processed under the following considerations:

- **Voluntary Contributions & Trip Cancellations:**

If a school-organised trip or activity is cancelled by the school, a full refund will be issued for all contributions made. If a pupil withdraws, a refund may be issued depending on the recoverable costs from suppliers or providers.

- **Clubs, Tuition & Wraparound Care:**

Refunds for afterschool clubs, breakfast club, or peripatetic music tuition will be considered where sessions are cancelled by the school or under exceptional family circumstances, at the discretion of the Headteacher.

- **Refund Method:**

All refunds will be processed via cheque or BACS and must be requested in writing to the school office. Refunds will not be issued in cash.

- **Non-Refundable Items:**

Any costs that are already contractually committed or non-refundable to the school (e.g. deposits for transport, tickets, accommodation) will not be refunded unless recoverable.

Refunds – What Parents Need to Know

We understand that sometimes plans change or unexpected things happen. Here's how our refund process works:

- **School Trips or Activities**

If the school has to cancel a trip or activity, we will give you a full refund.

If your child can no longer attend, we'll try our best to offer a refund, but this depends on whether we can recover the costs from the provider (e.g. coach hire, tickets, accommodation).

- **Clubs, Tuition & Wraparound Care**

If we cancel a session (like an after-school club or music lesson), we'll offer a refund or a credit.
If your child misses a session for personal reasons, refunds may be offered in special cases, just speak to the school office.

- **How Refunds Are Paid**

Refunds are made either by bank transfer or cheque. We're not able to give refunds in cash. Please allow a little time for processing.

- **What Can't Be Refunded**

If we've already paid a non-refundable cost to a third party (like a theatre ticket or travel booking), we may not be able to refund that amount unless we're able to recover it.
If you have any questions or think you may need a refund, just get in touch with the school office and we'll be happy to help.