



The Queen Katherine School Multi Academy Trust

REFUND POLICY

This policy does not form part of any employee's contract of employment and we may amend it from time to time.

Committee:	QKS Local Governing Body
Date of adoption:	2019
Date of next review:	January 2024

Document Control Sheet

The information in the table below details earlier versions of this document with a brief description of each review and how to distinguish amendments made since the previous version date (if any).

Version Number	Amended by	Purpose	Date of Revision
1		Original – based on latest Department for education guidance	2019
2		Updated to comply with Covid rules	11/2021

The policy is divided into specific areas: - trips organised by school, the travel companies own Cancellation Policy and the school's policy on student behaviour.

Travel Policy – UK trips/educational visits

Trips organised by The Queen Katherine School, usually require school to pre-book places in order to secure the trip, resulting in deposit costs that are ordinarily non-refundable. In order that trips are effectively managed and do not incur losses, the following procedure should be followed:

1. Staff organising trips should identify all the costs associated with a trip: entrance fees, flight cost, coach costs, consumables, insurance and supply, whilst ascertaining student numbers expressing an interest/wishing to go on the trip.
2. The trip value must be notified to the parents and students in a letter home, where a statement about payments to meet the total trip costs, indicates that the initial deposit is either a non-refundable or a refundable deposit. If a student has paid a deposit on a non-refundable deposit trip and is unable to go, then school will endeavour to refund the trip deposit by getting another student to take his or her place (this is not always possible).
3. Payments made towards the trip will be recorded either on a payment card or through ParentMail, with timely reminders sent to parents about late or missed payments. Missed payments must be followed up with a letter or telephone call with an agreement that the payment must be received in the next ten days.
4. If the payment fails to materialise then the student will be unable to go on the trip. A letter notifying both the parent and trip leader that the student is not eligible to go on the trip due to the non-payment. Monies previously paid are non-refundable, if the trip has had to use initial payments to secure the places/trip booking.
5. The senior leadership team will be made aware of the failure to pay, as there may be extenuating circumstances that need to be taken into account before a letter is issued to the parent/student.
6. If parents encounter financial difficulties, school may need to consider this at the start of the trip process. It is possible for payment plans to be agreed before the trip starts, however, the trip must be paid for in its entirety before departure.
7. All payments should ideally be processed through ParentMail. Cash payments should be minimised, but if cash is received, the parent must obtain a written receipt from the Finance Department or if a payment card is used, that must be signed by the trip organiser or administration support.
8. In the event of a payment dispute, it is the responsibility of the parent/student to provide the receipt proving that the cash was handed into the Finance Department.

Travel Policy – *bona fide* travel companies

When a trip is organised, either in the UK or abroad, it is bound by the terms and conditions of the travel agent. The general terms that usually apply to cancellation are as follows:

1. Cancellation of the trip, whether through illness or injury, must be done in writing by the organiser or invoiced name. It is, however, the responsibility of the parents to write to the school/trip organiser and ensure that the trip organiser is aware that a student is cancelling the place allocated to them, as soon as possible.

2. In general, cancellation fees are applied at the current rates:

More than 56 days prior to departure = lost deposit.

56 – 29 days = 50% of the trip cost is forfeited.

28 – 22 days = 60% of the trip cost is forfeited.

21- 8 days = 90% of the trip cost is forfeited.

7 days or fewer = 100% of the trip cost is forfeited.

The cancellation fee can vary depending on which tour operator is used, but will be no more than those identified in the travel company brochure.

3. The school will endeavour to minimise the cost impact by trying to find another student to take the place of a student who withdraws. If a replacement student is found, then they will pay all the required fees and a full refund will be given.
4. In the event that a trip is cancelled during its duration, the school is bound by the clauses of the trip's insurer. The school will endeavour to obtain refunds for part of the trip cost/missed visits, but cannot guarantee any refund. Parents should consider taking out additional insurance, with relevant clauses to protect against specific events.
5. In the event that a student's behaviour, subsequent to being accepted on the trip, leads to exclusion, then the school reserves the right to ensure that the trip does not run at a loss or incur additional cost. In ensuring that these requirements are satisfied:
 - Poor behaviour and subsequent exclusion from the trip will result in the forfeiture of any monies paid towards the trip, as a means to minimise irrecoverable costs incurred by the school.

Covid Insurance Cover

School are covered through our insurers for the cancellation of the trip due to Covid, for example changes in travel restrictions. Students are also covered if they are unable to go for Covid reasons and would be entitled to a full refund including deposits.

If the trip does not run

If there are insufficient numbers of students or not enough staff available to go on a trip, then the trip would be cancelled and any deposits to secure a place would be refunded.