



YOUNG PEOPLE MATTER CHARITY'S REFUND POLICY

Dated: June 2023

The Policy will be reviewed every three years or in line with changes in government legislation and updated guidance

www.youngpeoplesmatter.org

The Old Laundry, 20 Eastcote Street, London, SW9 9BY

Tel: 0207 274 4503 | info@youngpeoplesmatter.org

Charity No: 1134959 | Company No: 6418296

All refunds are processed at:

**Young People Matter Finance Department
The Old Laundry
20 Eastcote Street,
London, SW9 9BY
Phone: 0207 274 4503
Email: bookings@youngpeoplematter.org**

Refunds are available for:

1. Children who are absent from school through injury or illness after the first **two weeks**.
2. Families who are moving home and leaving the school.
3. Cancellations where you have provided us with a minimum of **two weeks' notice** of your child leaving.
4. Loss of placement due to excessive lateness, in which case, **two weeks'** worth of payment will be deducted prior to issuing a refund for any remaining balance.
5. Teacher strikes or polling days, Young People Matter will cancel any prebooked sessions and apply a credit note to their individual accounts.

An administration fee of £10 is charged for each refund.

Refunds are not given for:

1. Short periods of illness.
2. Family holidays or school residentials.
3. Where the service is available but the child chooses not to attend.
4. Lost or damaged personal property.
5. Where the service is unavailable through circumstances beyond our control e.g. Polling day, floods, or natural disasters beyond our control, social disorder.

To get a refund:

1. Inform the Team Leader at your site of your intention to request a refund and they will provide you with the details and procedures.
2. Put in writing your request for a refund and send directly to bookings@youngpeoplematter.org

Refunds will normally be processed within 15 working days during term-time.

BOOKINGS, PAYMENTS, CONDITIONS AND REFUNDS POLICY

Copies of policies are available on-site, from the Team Leader or by written request to info@youngpeoplematter.org.