



# **YOUNG PEOPLE MATTER CHARITY'S REFUND POLICY**

**Dated: May 2014**

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

**[www.youngpeoplesmatter.org](http://www.youngpeoplesmatter.org)**

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

**Tel: 0207 274 4503 | [info@youngpeoplesmatter.org](mailto: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: [asc@youngpeoplesmatter.org](mailto:asc@youngpeoplesmatter.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.

**An administration fee is charged for each refund.**

**Refunds are not given for:**

1. Short periods of illness.
2. Family holidays or school camp.
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 Centre Manager at your site of your intention to leave and the date you wish to leave giving two weeks' notice.
2. Complete the form overleaf and send directly to the Young People Matter Finance Department, address as above. Alternatively you may email your form in.

Please make sure to fill in all the information on the form or your refund may be delayed or not processed at all.

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

#### **BOOKINGS, PAYMENTS, CONDITIONS AND REFUNDS POLICY**

Copies of policies are available online, from the Centre Manager or by written request from the Finance Office.