

Introduction

The absence of a pupil does not lessen the cost of running the school and fees are not refundable if a pupil is unable to attend classes due to sickness, accident or quarantine. The school is however able to make refunds through the Fees Refund Scheme outlined below.

Operation of the Scheme

The contract you have with the school is for the provision of educational services. Participation in this Scheme alters that contract and entitles you to receive a refund of school fees in certain circumstances as detailed on this sheet. The school is able to refund such fees as it has taken out an insurance policy under which it can claim.

Fee refund protection is available to every pupil, the cost of this benefit can be included on your termly fees invoice. Please contact the Business Manager at bursar@sthilaryschool.com if you would like to opt into this scheme. The costs shown on your fees invoice are not an insurance premium, and you are not entitled to claim directly under the school's insurance policy.

Commencement of the Scheme

The policy starts from the first day of term. Refunds are provided for absences during term time only including weekends and half term breaks.

Fee Refunds are made for:

Absence from school in term time for a period of at least 5 days due to:

- a. Illness
- b. Accident
- c. Contact with infection
- d. School closure by health authorities through an epidemic amongst the students
- e. Accidental death of the fee payer for up to 3 terms' fees (the school must be notified of a claim within 2 months of the fee payer's death)

Certification from a registered medical practitioner is required for any absence of 15 days or over.

Exclusions

No refund will be made if a pupil is kept from school owing to:

- a. Physical or mental conditions existing prior to the student's first inclusion in this insurance scheme
- b. Fear of infection at the school
- c. Congenital abnormality
- d. Nuclear, chemical or biological terrorist action

A copy of the full policy wording, detailing all exclusion and conditions is available upon request.

Basis of Refunds

Refunds are based on the amount of time absent in term time only, and are calculated proportionally to the amount of time away from school classes. To calculate the amount of refund due for each day of absence, simply divide the terms fee by the number of days in the term.

The maximum refund for any pupil is 3 terms fees calculated from the first day of absence.

Applying for a Refund

To apply for a refund for absence from school:

- a. Ask the school for a fee refund form
- b. For absences over 14 continuous days, ask the pupil's doctor to complete the relevant section
- c. Return the form to the school
- d. Ensure your fee refund form is received by the school within 10 days of the end of the appropriate term.

Cancellation

The school may cancel this scheme at any time by giving 30 days written notice to you at your last known address. You may discontinue your participation at any anniversary if you are joining this scheme by giving advance written notice to the school.

Further Information

The Scheme is arranged by:

Stackhouse Poland Ltd
Blenheim House
1-2 Bridge Street
Guildford
Surrey
GU1 4RY