



Flutterby - Art Therapy & Wellness Centre

Refund Policy

Summary & Change Record

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| Document Reference | Flutterby Refund Policy |
| Version Number | 1 |
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| Date Ratified | 17th September 2024 |
| Date of Next Review | September 2025 |

| Version Number | Date | Change Details |
|-----------------------|----------------|-----------------------|
| 1 | September 2024 | Initial publication |
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Purpose of the policy

If you are considering, or have decided to take a leave of absence or withdraw entirely from Flutterby, you will need to know how this will affect your tuition fees. The policy provides essential information on tuition fee refunds.

It is the responsibility of the student to be aware of this policy and make SLT aware of any circumstances in which they may require a refund.

Grounds for refunds

Tuition fees will be refunded in the following instances:

- Cooling off period, you have a 5 day 'cooling off period' from the time you initially pay your tuition fee to withdraw from the school. If in this period of 5 days you wish to withdraw from the school a refund amounting to the days remaining, minus the days already passed will be refunded.
- Leave of absence, in exceptional circumstances and on a case-by-case basis if a leave of absence, not from the school, but from SL is required you will be entitled to a refund amounting to the days remaining, minus the days already passed.

Tuition fees will not be refunded in the following instances:

- The withdrawal from a lesson or lessons.
- The alteration to timetabled lessons (such as the day/time a lesson is scheduled)
- Leave of absence, outside of the above exceptions.
- Removal from the school in-line with applied sanctions outlined within the Behaviour Policy and Bullying Policy.
- Any other reason after the 'cooling off period' has elapsed.

How refunds are calculated

If you are entitled to a refund it will be calculated as follows:

- Total number of days remaining
- Minus total number of days passed