# **Refund Policy 2024**

Eastbourne, Windlesham, Royal Russell, Dicker, Lancing, Brighton



## **Vision, Mission and Values**

### **Our Vision**

Where every child finds joy in their pursuit of brilliance

### **Our Mission**

We continue to craft a more joyful education.

- Cultivating a vibrant learning experience, motivating us to pursue our individual best.
- Providing a festival of opportunity, enabling us to discover new passions and develop new talents.
- Building a kind-hearted community, inspiring us to enhance the lives of others.

### **Our Values**

## **Be Compassionate**

Because a caring community fosters belonging. We expect our community to show kindness to people of all ages, genders and ethnicities, maintaining campuses where every person feels joyful and energised.

### **Be Courageous**

Because fortune favours the brave. We challenge our community to stand up for what is right, providing them with a safe environment where they can take bold action in pursuit of brilliance.

### **Be Curious**

Because wisdom can be found off the beaten track. We encourage our community to discover unlikely passions and hidden niches, releasing them into a wealth of opportunities inside and outside the classroom.

## **Be Conscientious**

Because dedication is a spearhead of success. We ask our community to throw themselves wholeheartedly into every endeavour, taking responsibility for their journey and inspiring others to do the same.

This policy outlines the procedure that will be followed by Bede's Summer School in cases where a refund is payable due to the cancellation of a course or an unintentional overpayment of course fees.

Bede's will issue a full refund:

- If Bede's Summer School is unable to deliver the course as marketed in our published collateral or cancels the programme.
- 1) Any refund will be made directly to the person who made the payment. In the case of a credit card refund, the funds will be credited to the same credit card that was used to make the original payment.

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You have paid by	Refund Method
Bank Transfer / Cheque	Bank Transfer
Credit Card	Credit Card

2) Depending on the refund method, the following charges will be automatically deducted from the amount transferred:

Refund Method	Charges
Bank Transfer (UK bank)	None
Bank Transfer (international bank)	Bede's will refund any amount in full but your bank may still apply charges to receive the funds.
Credit Card Charge	2% of the refund amount

- 3) We will issue any refunds in GBP. However, if you prefer us to send them in your local currency in order to reduce the possibility of bank charges on your side, you must inform us in advance.
- 4) When a refund is made by bank transfer, we require the following details (where applicable):
- Bank Name
- Bank Address
- Account/Beneficiary Name
- Beneficiary Address
- Account Number
- IBAN
- SWIFT/ BIC
- 5) As standard, any refunds will be actioned by Bede's Summer School within 14 days of receiving your instruction.
- 6) Refunds in local currency will be made using the current exchange rate offered by our bank / payment provider; this will be different from the exchange rate applied when you made your payment so the amount you receive in local currency may differ.

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Signed: Ryan Edwards

Date: November 2023

**Position: Director of Summer School** 

**Review Date: November 2024**