Carwarden House Community School
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Refund Policy for WorldPay Payments

We have selected WorldPay to manage the processing of payments. WorldPay are trusted and utilised by thousands of businesses, big and small, in nearly all parts of the world and are recognised as a secure and easy-to-use payment solution over the internet. The cards we accept through WorldPay are Visa, Mastercard, Maestro & JCB.

Refunds

If you cannot attend, or no longer need a place, please provide notice of cancellation of the booking. The following charges will apply:

2 months or more prior to the course date – 35% of charges apply
Within 4 weeks prior to the course date – 50 % of charges apply
Within 10 days prior to the course date – 100% of charges apply

Notice of cancellation must be sent in writing or email to the School Business Manager on jane.thorpe@carwarden.surrey.sch.uk. Failure to provide any notice will result in your school being charged the full training workshop fee and associated costs.

Occasionally it is necessary for training workshops to be rescheduled. Carwarden House will endeavour to be flexible towards any changes. There will be no cancellation charge if at least one month's notice is given and the rescheduled date is agreed within a three month period after the previous date.

A cancellation fee will not be charged if your school nominates someone else to attend in your place. Please advise your own appropriate School Business Manager/HR Manager of any changes. We require confirmation of cancellation by the School Business Manager or HR Manager.

A cancellation fee also applies for non-attendance of part of a course if it extends for more than one day. If there are extenuating circumstances, then CTS Course Administrator should be advised of these.

How long does a refund take?
When you cancel, we will refund your account as soon as we've processed your cancellation, although this can take up to 10 working days to show in your bank or credit

account. Alternative Payment Methods can take longer. When a payment has reached the REFUNDED (or REFUNDED_BY_MERCHANT) status it indicates that the issuer is processing the refund and the customer will receive it.

What if my card is refused?

Only the Cards listed above can be used by our organisation. There could be many reasons why your card might be refused and we suggest you contact your card issuer in the first instance if you have a problem with your payment being declined.

Can I have a receipt?

Yes. You will receive a confirmation of your payment on your screen after you make the payment. This will display on your unique transaction number. You will also receive an email confirming the payment has been successful. I've paid the wrong amount – can I have a refund? Yes. Mistakes can happen.

If you have overpaid your account contact our School Business Manager on jane.thorpe@carwarden.surrey.sch.uk