



British International Remote School (BIRS) Refund and Transfer Policy for Parents & Guardians

Effective Date:

1. Our Commitment to Your Family

- 1.1. British International Remote School (BIRS) (“BIRS,” “we,” “us,” “our”) is dedicated to providing a high-quality online learning experience for your child. We understand that family circumstances can change, and this policy outlines the conditions under which refunds for tuition fees may be granted and how programme transfers are managed. We encourage all parents and guardians (“you”) to read this policy carefully in conjunction with the BIRS School Fees Policy and the **Student Withdrawal Policy** before enrolling your child.
- 1.2. To support you in making an informed decision, BIRS takes reasonable measures to provide transparency and clarity. This includes:
 - a) **Clear Information:** We publish comprehensive details about our programmes, including pricing, curriculum structure, and teaching approaches.
 - b) **Experience BIRS First-Hand:** We offer opportunities such as informational webinars, sample lesson materials, and meetings with school administrators prior to registration, allowing you and your child to learn more about our environment.

These steps are designed to ensure your family feels confident and well-informed before committing to enrolment at BIRS.

2. Refund Eligibility Upon Withdrawal (Parent/Guardian Initiated)

- 2.1. All withdrawal requests must be submitted in writing as per the **Student Withdrawal Policy**.

- 2.2. Eligibility for refunds depends on the payment plan selected at the time of enrolment, the timing of the withdrawal notice, and adherence to the **Student Withdrawal Policy**.
- 2.3. **Enrolment Fees (£100 for new students) and Annual Re-enrolment Fees (£50 for returning students) are non-refundable**, except as specified in Section 3 of this policy (**Programme Cancellation by BIRS**).
- 2.4. **Students on a Monthly Payment Plan:**
- a) Monthly tuition fees are charged for a full calendar month of service and are non-refundable once a month's service has commenced.
 - b) If withdrawal notice is provided in accordance with the **Student Withdrawal Policy** (i.e., on or before the first day of the month preceding the intended final month of attendance), you will only be liable for tuition fees up to and including the end of the notified final month of attendance.
 - c) The two-week deposit (as outlined in the **BIRS School Fees Policy**) is intended to cover the final two weeks of tuition in the properly notified final month. If notice is insufficient as per the **Student Withdrawal Policy**, or if there are outstanding fees, the deposit is non-refundable and may be used to cover outstanding amounts due. No refund of the deposit or monthly fees is typically provided for early departure within a month or with insufficient notice.
- 2.5. **Students on a Termly Payment Plan:**
- a) Termly tuition fees are due in full before the start of each academic term.
 - b) If written withdrawal notice is received by BIRS **at least one (1) calendar month before the first official day of an upcoming academic term** (as per the **Student Withdrawal Policy**), you will not be liable for that upcoming term's tuition fees. Any tuition fees pre-paid specifically for that upcoming term for which timely notice was given will be refunded in full.
 - c) If notice of withdrawal for an upcoming term is not received by this deadline, or if withdrawal occurs after an academic term has commenced, tuition fees for the full current term are non-refundable and remain due and payable.
- 2.6. **Students on an Annual Payment Plan:**
- a) **14-Day Cooling-Off Period:** A 14-day cooling-off period applies from the start of the academic year or the student's first day of service provision, whichever is later. If written withdrawal notice is received by BIRS (contact@thebirs.co.uk) **within this 14-day period**, you will receive a refund of the annual tuition fee paid, less a deduction for:

- Any days of service already provided up to the effective date of withdrawal (calculated pro-rata based on the equivalent non-discounted monthly fee rate for the student's Key Stage).
 - The non-refundable Enrolment Fee (£100).
- b) **After 14-Day Cooling-Off Period:** Due to the significant discount applied to Annual Plans, annual tuition fees are **non-refundable** if withdrawal occurs, or notice is given after the 14-day cooling-off period has expired.
- c) Administrative notice of withdrawal is still requested as per the **Student Withdrawal Policy**, but this does not alter the non-refundable status of annual tuition fees paid beyond the 14-day cooling-off period. Any exceptions are governed by Section 5 (Exceptional Circumstances) of this policy.

3. Programme Cancellation or Significant Changes by BIRS

- 3.1. BIRS reserves the right to cancel or make significant alterations to a programme or an academic year/term offering, for example, due to insufficient enrolment or other unforeseen operational circumstances. We will always endeavour to provide as much notice as possible.
- 3.2. If BIRS cancels a programme/year/term offering in which your child is enrolled:
- a) **Cancellation Before Commencement:** You will be notified promptly, and you will receive a full 100% refund of all tuition fees paid for that specific offering, **including the Enrolment Fee (£100) or Annual Re-enrolment Fee (£50)** applicable to that enrolment period.
 - b) **Cancellation After Commencement:** Should a programme/year/term be cancelled by BIRS after it has begun, you will be notified immediately. You will receive a pro-rata refund for the unused portion of the tuition fees. This will be calculated based on the proportion of the programme/year/term remaining. **The Enrolment Fee (£100) or Annual Re-enrolment Fee (£50)** applicable to that enrolment period will also be fully refunded in this instance.
- 3.3. **Alternative Options (Programme Transfers):** In either cancellation scenario by BIRS, instead of a refund, you may also choose one of the following, where available and mutually agreed:
- a) **Transfer to Next Offering:** Transfer your child's enrolment to the next available offering of the same programme or an equivalent.

- b) **Transfer to Different Programme:** Transfer your child's enrolment to another BIRS programme of equal value, subject to availability and any specific prerequisites. If the alternative programme has a different fee, the difference will be settled accordingly.

4. **Non-Refundable Fees (General)**

The following fees are generally non-refundable, except as explicitly stated in Section 3 (Programme Cancellation by BIRS):

- 4.1. **Enrolment Fee (New Students):** The one-time Enrolment Fee of **£100** per new student, payable upon initial enrolment, is non-refundable.
- 4.2. **Annual Re-enrolment Fee (Returning Students):** The Annual Re-enrolment Fee of **£50** per returning student, payable upon subsequent annual re-enrolments, is non-refundable.
- 4.3. **Third-Party Costs:** Fees for specific third-party software licenses, physical materials shipped to you, or external examination registrations that BIRS has already purchased or irrevocably committed to on behalf of your child are non-refundable. We will inform you if such non-refundable costs apply to your child's programme at the time of enrolment. These are non-refundable unless BIRS can recover the cost from the third party, or in the event of programme cancellation by BIRS where such costs were integral to the cancelled programme.
- 4.4. Fees for services already rendered.

5. **Exceptional Circumstances**

- 5.1. We understand that serious, unforeseen circumstances can arise. Requests for refunds outside the standard policy due to documented exceptional circumstances (e.g., a severe, long-term medical condition preventing participation, verified by a medical professional; bereavement in the immediate family) will be considered on a case-by-case basis at the sole discretion of BIRS management.
- 5.2. You must submit a written request outlining the circumstances, along with appropriate supporting documentation (e.g., a doctor's certificate), to contact@thebirs.co.uk. Decisions made under this clause are final. Approved solutions may include a partial refund (less any discounts applied and administrative costs), deferral of fees to a future term, or a credit towards a future programme.

6. **Refund Process**

- 6.1. All requests for withdrawal leading to a potential refund must be submitted by you (the parent/guardian) in writing via email to contact@thebirs.co.uk, in accordance with the **Student Withdrawal Policy**.

- 6.2. The email must clearly state: Your Child's Full Name, Programme Name, Enrolment Date, and a clear reason for the withdrawal and refund request.
- 6.3. BIRS will acknowledge your request, typically within five (5) business days, and will assess it based on this policy.
- 6.4. Approved refunds will be processed within fifteen (15) business days from the date BIRS confirms approval of your refund.
- 6.5. Refunds will typically be issued using the original method of payment. If this is not possible, BIRS will coordinate an alternative method with you.

7. Policy Modifications

- 7.1. BIRS reserves the right to modify this Refund Policy at any time. Any changes will be effective immediately upon posting the revised policy on our website (<https://thebirs.co.uk/>) or by direct notification to enrolled families.
- 7.2. The policy in effect at the time a withdrawal request is formally received and acknowledged by BIRS will apply to that withdrawal and any associated refund.

8. Contact Information for Parent/Guardian Enquiries

For any questions regarding this Refund Policy, please contact:

- a) eLearnSmart Ltd, T/A British International Remote School (BIRS)
- b) Email: contact@thebirs.co.uk
- c) Website: <https://thebirs.co.uk/>
- d) Registered Address: 7 Bell Yard, London WC2A 2JR, United Kingdom