

StudentSafe – Refund Policy

This Refund Policy explains how refund requests are handled by the school and StudentSafe. It applies to all parents and guardians using the StudentSafe service and is designed to ensure a fair, consistent approach for everyone.

Refunds are not automatic and are always reviewed in partnership with the school. Individual, one-off service issues do not automatically qualify for a refund. Approval of any refund request is not guaranteed.

Parents or guardians who wish to request a refund must submit their request via email to their school's dedicated StudentSafe email address. This email will be received by StudentSafe's Customer Service Helpdesk.

Upon receipt of a refund request, StudentSafe will acknowledge the request and inform the parent or guardian that the matter will be raised with the school. All refund decisions are made in agreement with the school and are ultimately at the school's discretion.

StudentSafe and the school will jointly review and assess each refund request. Refund requests are reviewed fairly and consistently, alongside other requests.

Following this assessment, StudentSafe will communicate the outcome of the request to the parent or guardian.

All refund requests will be reviewed at the end of each half term or at the end of the school term, whichever occurs first.

Sibling Discounts

Some schools offer discounts if multiple siblings sign up to use the bus service. Where applicable, sibling discount adjustments or refunds will be reviewed and reimbursed during the incoming term.