



POLICY: MIRIAM LEARNING CENTER REFUND OF FEES

To best serve the Miriam community and utilize limited resources to the fullest benefit, Miriam Learning Center ("MLC") will apply refund of fees based upon the following instances:

1. MLC reserves the right to cancel enrichment groups, summer camp sessions, classes, or other such offerings at any time deemed appropriate based upon minimum enrollment numbers. A cancellation due to insufficient enrollment will result in an automatic refund of fees for that offering.
2. A full refund of fees is automatically authorized when a written request for withdrawal from enrichment groups, summer camp sessions, classes or other such offerings is received by MLC in accordance with the cancellation date noted in the marketing materials, billing invoice, contract, or written agreements. Written notification is considered received based upon the postmarked date or email date/time stamp. No refunds are provided at the authorized withdrawal date.
3. In an instance where MLC staff determines that a child requires more assistance and/or intensive services than can be provided within the program, a pro-rated refund of fees will automatically be issued for the canceled services. The pro-rated refund of fees is equal to the number of remaining classes, as of the withdrawal date, divided by the total number of classes scheduled for the session.
4. No refund of services is allowed if a participant is unable to attend due to illness or other personal reasons that prevent the student from attending services.
5. When local public health officials recommend, or require MLC services to close for public safety, a pro-rated refund of fees will automatically be issued for the services canceled. The pro-rated refund of fees is equal to the number of classes canceled for public safety divided by the total number of classes scheduled for the session. Classes not attended on dates once the session safely reopens are not eligible for refund of fees.
6. Questions about refunds can be addressed to the MLC office at 314-961-1500 or sent to Gail Porter, Administrative Supervisor, at gporter@miriamstl.org.
7. Cancellation of a class due to inclement weather is not eligible for refund of fees. MLC will strive to reschedule the session to a later date based upon availability; however, MLC reserves the right to eliminate it from the scheduled session.
8. A credit on account available to be applied toward future services may be requested instead of a payment refund.
9. Credits on account older than one year will be evaluated by MLC and the finance office for consideration of an automatic payment refund.

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10. All other instances or requests for refund of fees due to extenuating circumstances will be addressed on an individual basis.

A written request for refund of fees should be addressed to Miriam Learning Center, Attn: Administrative Supervisor, 501 Bacon Ave., St. Louis, MO 63119 or MLC@miriamstl.org.

Please note, these policies do not constitute a contract between Miriam and any of its participants. These policies are subject to change at the sole discretion of Miriam without notice.

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