

The American School in London

Summer Program: Refund policy

Last updated: 5 March 2024

All sales/transactions are final

Please review your order carefully before confirming your purchase. All sales are considered final but are eligible for a refund if canceled within 14 days of purchase. We do not offer refunds or exchanges for any services sold through asl.org or the Veracross platform once the cancellation period has passed.

Cancellation of payment within the cancellation period

Any purchases are fully refundable within 14 days of the date purchased, provided the week of camp in question has not started. Full weeks will be refunded, so long as the first day of the course falls within the 14-day cancellation period, and the participant has not attended the course on any day of the week in question. To request a refund, please fill out the [refund request form](#).

Non-refundable items, services and activities

All items, services or activities purchased from The American School in London Educational Trust Ltd. are non-refundable unless otherwise specified in writing by the American School in London (ASL). This policy applies to summer program services/activities, including, but not limited to:

- Summer program aquatic & fitness center activities
- Summer program activities

Exceptions to refunds beyond the 14-day cancellation period

- If a fee-based summer field trip is canceled by ASL
- If a fee-based activity is canceled by ASL
- Exceptional circumstances: There may be special circumstances in which ASL will consider reimbursing fees once the 14-day cancellation period has passed. Any such case will be considered on its own merit and any decision taken will be at the discretion of ASL. Details and any supporting evidence should be provided through the [refund request form](#)

- If your request for an exceptional refund is approved by ASL, a £50 administrative fee will be retained by the School.

Changing courses/activities

If you wish to change from one activity to another experience, please be aware that this will depend on availability. If your request is approved, and your new course selection costs more than your original choice, you will need to pay the difference. If, however, your new experience costs less than your original selection, the difference will not be refunded.

How to request an exceptional refund

To apply for a refund after the 14-day cancelation period, fill out the [refund request form](#). You will receive an email notification of ASL's decision within 14 days of ASL's receipt of your application. If approved, your refund will be processed within 21 days of this decision.

How to contact ASL

For any questions or concerns regarding this Refund Policy, email summer@asl.org.

We reserve the right to modify this Refund Policy at any time, effective upon posting a revised version on our website. Check asl.org for updates.