



REFUND PROCESS

WE WILL ONLY PROCESS REFUNDS BASED ON THE FOLLOWING:

- Overpayment of fees
- Duplicate payments received
- Incorrectly processed debit order after a contract has been terminated
- Contract terminated during the year after full fees paid in advance
- Payment incorrectly paid to SPARK Schools
- Grade capacity reached and parent already paid fees
- Enrolment application declined by SPARK
- Enrolment application cancelled within 7 days cooling of period

Please note that the application fee of R450 is non-refundable.

Funds can only be refunded back into the initial account it was received from.

COMPULSORY REFUND DOCUMENTS REQUIRED

Refund requests must be accompanied by all supporting documents. No refund request will be accepted without the required documentation.

- Copy of payers ID (Company sponsors must supply a consent letter on a company letterhead)
- Copy of proof of payment, and bank statement reflecting payment (bank deposit slips or internet banking payment confirmation)
- Bank confirmation or Bank statement reflecting recipient account details.
- For third party refunds : An emailed consent letter from the individual/third party (eg. a family member, company or sponsor) who originally paid the funds into SPARK Schools' bank account.

SPARK Schools do not process cash/credit card refunds.

Refunds will be processed within 15 - 30 working days. No refunds will be processed between the 2nd week of December and 2nd week of January.

Our refund policy is aligned with South African Banking legislation.

Please refer refund requests/complaints to:

E-mail: accounts@sparkschools.co.za and registrar@sparkschools.co.za

Tel: +27 (0) 10 125 0603