

School Canteen Terms and Conditions

- 1. Cancellation of Canteen Services:** Cancellation of Canteen services is accepted at the end of each academic term for the following term. All cancellation requests must be made in writing and sent to the administration at admin@britishschoolgeneva.ch. Requests received by the office at least 1 month before the end of the current term will be considered valid for the next term.
- 2. Compliance with Cancellation Deadline:** It is the responsibility of the parents/guardians/students to ensure that the written cancellation requests are submitted on time by email at admin@britishschoolgeneva.ch. Failure to comply with this condition will imply that the School will charge the individual in full for the cafeteria services for the following term.
- 3. Refunds due to Illness:** In the event of an illness lasting more than two weeks, a refund for the unused portion of the cafeteria services can be considered on request. To be eligible for a refund, the student's parents/guardians must submit a formal request to the administration by email admin@britishschoolgeneva.ch and provide a valid medical certificate verifying the student's illness and its duration.
- 4. Refund Application Deadline:** Refund requests based on illness must be submitted during the week when the student has returned to class at the latest. Any requests received after this deadline may not be considered.
- 5. Refund Amount:** The refund amount will be calculated based on the number of remaining weeks in the term after the student's return to class. The School reserves the right to deduct any outstanding fees or charges from the refund amount before processing the refund.
- 6. No Refunds for Short-term Illness:** Refunds will not be granted for short-term illnesses or absences lasting less than two weeks.

By availing the school canteen services, parents/guardians/students agree to adhere to these terms and conditions. The School reserves the right to amend these terms and conditions as necessary and will provide reasonable notice to the school community in such instances.