



PROGRAMME DEPOSIT POLICY

Date last updated: 15/03/2021

1. Why do we hold a deposit for our programmes?

- 1.1. Pagoda Projects Ltd ("**Pagoda Projects**", "**we**", "**our**") requires participants to place a refundable programme deposit ("**deposit**") when finalising their place on a Pagoda Projects programme ("**programme**"). The amount of deposit required will vary depending on the programme.
- 1.2. The purpose of the deposit is primarily to secure the participant's place on the programme.
- 1.3. The secondary purpose is to demonstrate the participant's commitment to key programme requirements ("**requirements**") listed in the participant's Programme Agreement, Programme Terms & Conditions or Booking Form ("**the Agreement**"). These requirements have been put in place to ensure that participants are able to make the most of the programme and benefit from all the resources available. Requirements may include but are not limited to:
 - 1.3.1. Participant surveys and end-of-programme feedback forms
 - 1.3.2. Minimum communication requirements to ensure satisfactory programme participation
 - 1.3.3. Conditions relating to programme cancellation or early termination
- 1.4. Finally, we hold the deposit for our in-person programmes for participants that are placed in rented accommodation. For example, if the participant damages property or loses keys, we will retain part or all the deposit to cover the costs of damages or replacement.

2. Paying the deposit

- 2.1. Unless otherwise stated to the participant in writing, the deposit is due to be paid by the Friday of the subsequent week after completing the Agreement.

3. Return of the deposit

- 3.1. The participant will be asked to submit bank details at the start of the programme for the nominated bank account to which they would like the deposit to be returned.
- 3.2. Within one week of completing the programme, the participant will be contacted via email with a clear reminder checklist of the requirements to be completed before the deposit is returned. The participant will have a deadline of 14 days from programme end date to complete the necessary steps and will be sent two more reminders within these 14 days via email, text, or WhatsApp.
- 3.3. Unless otherwise stated to the participant in writing, we aim to repay the deposit to the participant within six weeks of the completion of those requirements, if not sooner.

4. Non-responsive participants

- 4.1. Any participant that has not fulfilled the requirements, as stated in the Agreement and the reminder checklist, within 30 days of completing their programme will not receive a deposit refund.



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4.2. Instead, the deposit will be donated to a registered charity of Pagoda Project's choice (see **Clause 6**)

5. Extenuating circumstances

- 5.1. The participant should inform Pagoda Projects of extenuating circumstances which prevent them from fulfilling the requirements for the return of the deposit as soon as possible.
- 5.2. If the participant informs us of extenuating circumstances such as but not limited to force majeure, bereavement, personal sickness or sickness in the family within 30 days of the programme end date, we will return the deposit. However, we retain the right to ask for evidence of those circumstances and the final decision on the return of the deposit is at the sole discretion of Pagoda Projects.
- 5.3. Any complaints relating to the return of a deposit can be directed to: complaints@pagodaprojects.com

6. Nominated charity

- 6.1. The nominated charity will be decided each year by Pagoda Projects and a donation report will be published every December.
- 6.2. All unreturned deposits for 2021 will be donated to The Sutton Trust.