



POLICY DOCUMENT

PARTICIPANT DEPOSIT POLICY

1. WHY CHARGE A DEPOSIT?

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.

The purpose of the deposit is primarily to secure the participant's place on the programme.

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 can make the most of the programme and benefit from all the resources available.

Requirements may include but are not limited to:

- Participant surveys and end-of-programme feedback forms
- Minimum communication requirements to ensure satisfactory programme participation
- Conditions relating to programme cancellation or early termination

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 of the deposit to cover the damages or replacement costs.

2. DEPOSIT PAYMENT

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. DEPOSIT REFUND

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.

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 the programme end date to complete the necessary steps and will be sent two more reminders within these 14 days via email, text, or WhatsApp.



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If you have not completed the required offboarding steps 14 days after the programme end date, a member of the Pagoda Projects team will try to call you. If you cannot be reached by phone, you will not receive any further reminders.

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. DEPOSIT RETENTION

Any participant that has not fulfilled the requirements, as stated in the Agreement and the reminder checklist, within 1 month of completing their programme (28 days from the final Friday of your programme) will not receive a deposit refund.

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

If Pagoda receives an invoice for damages, replacements, repairs or excessive cleaning bills from the Participant's accommodation provider, then the amount due will be divided equally and charged to each of the participants who used that accommodation unless one of the participants accepts responsibility for the damage or breakage of items in shared areas of the accommodation. Charges specific to one participant's bedroom or living space will be charged directly to the participant in question.

5. EXTENUATING CIRCUMSTANCES

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.

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 28 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.

Any complaints relating to the return of a deposit can be directed to: complaints@pagodaprojects.com.

6. CHARITY DONATION

The nominated charity will be decided in January each year by Pagoda Projects Champions Committee and a donation report will be published every December.



PAGODA PROJECTS
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All unreturned deposits will be donated to Pagoda's nominated charity every 6 months. These donations will take place 3 months after the final August programme end date and 3 months after the final February programme end date.

Date Effective: 15 Mar 2021

Last Updated: 6 Jan 2023

Review date: 5 Jul 2023