

APEEE IXELLES

REVISED REIMBURSEMENT POLICY

The APEEE organises canteen and transport services and extra-curricular activities.

In addition to the main service provided, the sectors also organise, as needed, supervision of the children and their transfer to the after-school care organised by the OIB or to the school bus. These additional services are essential to ensure the smooth running of our operations. They are performed by dedicated staff and their costs are included in our prices.

All sectors apply flat-rate fees calculated based on the school calendar, taking into account school holidays, school trips and the Springfest.

1. APEEE MEMBERSHIP FEE

The annual APEEE family membership fee is non-refundable.

2. COMMON RULES FOR THE SECTORS

a. Request for change

Parents may request a permanent change to the provision of APEEE services, for which they are enrolled only within three weeks from the beginning of the school year and at the latest by 30 September.

Punctual changes are possible only for unforeseen or extraordinary circumstances, such as a move to another home or a change to the timetable of school courses. Each APEEE sector will publish on the APEEE website the full list of reasons justifying punctual changes in their areas.

Permanent changes take effect as of the first day of next month. Punctual changes could be accepted as of the day of notification.



b. Administrative fee

Any voluntary change in the provision of any APEEE service entails administrative withheld depending of the situation. This amount covers any extra administrative costs (see table in annex).

No administrative fees are applied

in the following cases:

1. Changes imposed by a change in the timetable of school courses, under supportive document;
2. Any back-office changes made by APEEE staff to ensure the regularity of online enrolments in line with the expressed choice of the parents;
3. Any online changes that are necessary as a consequence of a technical failure of the systems for online enrolments and payments.

c. Refunds

In principle, fees paid for services offered by the APEEE are not reimbursed.

Refunds may be made in the following **exceptional cases (refer to the table in the annex)**:

1. **Force majeure:** reimbursement is made to all parents in cases of unforeseen closure of the school for at least five consecutive school days;
2. **Definitive early departure:** students leaving the school can obtain a refund as from the first full calendar month starting no fewer than fifteen days after the notification by the parent(s) to the APEEE;
3. **Changes imposed by the APEEE or the school:** if the APEEE changes or cancels the services for which a student is enrolled, or if the school changes the student's timetable and thereby prevents the child from using the service;
4. **Justified absence:** a refund is possible for all services in cases of the justified absence of a student (e.g., on presentation of a doctor's certificate, provided that the justification is provided no more than one month after the end of the absence. All requests will be examined on a case-by-case basis, taking into account the regulations of each sector.

All requests for reimbursement shall be addressed to the head of the sector concerned. The head will examine requests for reimbursement on the basis of the above criteria. He/she will, after consulting the relevant Working Group of the APEEE, communicate the decision to the parent(s). If parents do not accept the decision, the matter shall be referred to the Operational Committee, which shall take the final decision.

Reimbursement shall be calculated *pro rata temporis* with the deduction of an administrative fee under b. The reimbursement may take the form of a corresponding reduction to the next payment due.

The status of each reimbursement will appear on the online system.



This policy and the attached table take precedence over the rules noted in the service regulations and serve as the ultimate reference. Any particular case is examined by the Working Group of the concerned service, and possibly by the APEEE Bureau, whose decisions are final.

Revised in June 2023

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