



## **Challenge Partners Network of Excellence cancellation policy**

### **Full Partnership**

Challenge Partners is committed to providing the best possible education to all children and believe this can be achieved through the continued commitment of our schools to their local area hub and national Network of Excellence. In rare circumstances, a school which is part of the Challenge Partners Network of Excellence may ask to cancel their subscription part way through the year. While occasionally unavoidable, we do ask that schools endeavour as far as possible to honour the commitment they make to other schools and practitioners, whose experience can be compromised when, for example, a withdrawing school does not fulfil its commitment to providing QA Reviewers. Cancellations are carried out in line with the following policy, in order to minimise disruption to other schools in the hub and the wider network.

For the purposes of this cancellation policy, the “partnership year” runs from 1st September to 31st August.

#### **From the Subscription Date<sup>1</sup> to 15th September**

A school may cancel their subscription during this period provided we receive notification in writing no later than 15th September. There will be a mandatory administration fee of £500 for a cancellation of a single year subscription to cover costs incurred by Challenge Partners. Additional charges may apply for anything the school has accessed prior to cancellation.

#### **15th September to 31st August**

Schools should notify us in writing if they wish to withdraw from the Network of Excellence so we can make alternative arrangements to minimise disruption for other schools. To avoid inconveniencing other schools in the Network of Excellence, we ask that withdrawing schools honour their commitment to provide QA Reviewers for any QA Review due to take place in the four weeks from the date they notify us of their intention to cancel. Schools cancelling during this period will not be entitled to a refund.

<sup>1</sup>The Subscription Date is deemed to be the date the school agrees to the NoE Terms and Conditions upon submitting its subscription form.



## **Cancellation of a multi-year subscription**

If a school wishes to terminate a multi-year subscription (including a small-school two year subscription) they will be liable to pay:

- a termination fee equal to the amount saved per annum through the multi-year discount, and
- other charges in line with the cancellation policy detailed above.

## **Network Partnership / Gateway to Partnership**

### **From subscription for 14 days**

A school may cancel their subscription during this period provided we receive notification in writing within 14 days of taking out a subscription by emailing [partnershipsteam@challengepartners.org](mailto:partnershipsteam@challengepartners.org). For Network Partners, there will be a mandatory administration fee of £500 for a cancellation of a single year subscription to cover costs incurred by Challenge Partners.

Schools on Gateway to Partnership subscription will not incur an administration fee, although additional charges may apply for anything the school has accessed prior to cancellation.

### **After 14 days up until 31st August**

Schools should notify us in writing if they wish to withdraw from the Network of Excellence so we can make alternative arrangements to minimise disruption for other schools.

Schools cancelling during this period will not be entitled to a refund.

<sup>1</sup>The Subscription Date is deemed to be the date the school agrees to the NoE Terms and Conditions upon submitting its subscription form.