



POLICY: MIRIAM LEARNING CENTER REFUND OF FEES

To best serve the Miriam community and utilize limited resources to the fullest benefit, Miriam Learning Center (“MLC”) will apply refund of fees based upon the following instances:

1. MLC reserves the right to cancel enrichment groups, summer camp sessions, YAS offerings, classes, or other such offerings at any time deemed appropriate based upon minimum enrollment numbers. A cancellation due to insufficient enrollment will result in an automatic refund of fees for that offering.
2. A full refund of fees is automatically authorized when a written request for withdrawal from enrichment groups, summer camp sessions, YAS offerings, classes or other such offerings is received by MLC in accordance with the cancellation date noted in the marketing materials, billing invoice, contract, or written agreements. Written notification is considered received based upon the postmarked date or email date/time stamp.
3. In an instance where MLC staff determines that a child requires more assistance and/or intensive services than can be provided within the program, a pro-rated refund of fees will automatically be issued for the canceled services. The pro-rated refund of fees is equal to the number of remaining classes, as of the withdrawal date, divided by the total number of classes scheduled for the session.
4. No refund of services is allowed if a participant is unable to attend due to illness or presents symptoms that could be contagious including, but not limited to the following: fever of 100.4 degrees or higher, vomiting, shortness of breath, cough, runny nose, and/or other COVID-19 symptoms. However, 2020 summer camp participants may receive a prorated credit for those days missed due to contagious symptoms, to be used for future MLC services within one year of the credit being issued. These credits will only be issued during the pandemic. Eligible credits only apply to the private pay portion of summer camp 2020 sessions. The pro-rated credit is equal to the number of missed days during the session divided by the total number of days scheduled for the session.
5. When a participant is quarantined for reasons related to COVID-19 pursuant to Federal, State, or local government order or a documented directive from a health care provider, a pro-rated refund of fees will be issued for the classes missed during the quarantine. The pro-rated refund of fees is equal to the number of missed classes during the quarantine divided by the total number of classes scheduled for the session. Classes not attended on dates that fall outside of the quarantine are not eligible for refund of fees.
6. When local public health officials recommend, or require, MLC services to close for public safety, a pro-rated refund of fees will automatically be issued for the services canceled. The pro-rated refund of fees is equal to the number of classes canceled for public safety divided by the total number of classes scheduled for the session. Classes not attended on dates once the session safely reopens are not eligible for refund of fees.

7. Cancellation of a class due to inclement weather is not eligible for refund of fees. MLC will strive to reschedule the session to a later date based upon availability; however, MLC reserves the right to eliminate it from the scheduled session.
8. A credit on account available to be applied toward future services may be requested instead of a payment refund.
9. Credits on account older than one year will be evaluated by MLC and the finance office for consideration of an automatic payment refund.
10. All other instances or requests for refund of fees due to extenuating circumstances will be addressed on an individual basis.

A written request for refund of fees should be addressed to Miriam Learning Center, Attn: Administrative Supervisor, 501 Bacon Ave., St. Louis, MO 63119 or MLC@miriamstl.org.

Please note, these policies do not constitute a contract between Miriam and any of its participants. These policies are subject to change at the sole discretion of Miriam without notice.