

Refund Policy



Help for non-English speakers

If you need help to understand the information in this policy please contact our office reception staff.

PURPOSE

To provide a consistent approach to how refunds are given to families.
 To ensure the school does not incur a financial loss.

RATIONALE

Under government legislation, the school must ensure that excursions/camps/activities do not run at a loss and as a result incur costs to the school. It is vital for the ongoing financial health of the school and to ensure financial accountability, that the issue of refunds to parents in relation to student non-attendance at excursions/camps/visiting groups be carefully considered.

SCOPE

This policy applies to all school activities where parent contribution is requested, including camps, incursions and excursions.

IMPLEMENTATION

- Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund is able to be given.
- Where a "per head" fee is charged refunds are able to be given subject to discretion ie. a Doctor's certificate must accompany a request for refunds due to illness. Where there is a combination of a bulk charge and a "per head" charge in an excursion e.g. visit to a zoo, the bus charge is a bulk cost and entry fee is per head cost. Only the "per head" component is able to be refunded.
- All claims for consideration for refunds must be made within 21 days of the event.
- The Principal will have the capacity to view special circumstances on an individual basis.
- A medical certificate is to be provided where non-attendance is cited as the reason for a student not attending.
- Where the supplier nominates a minimum period of cancellation or a cancellation fee in the event of a program being cancelled, associated costs will not be refundable.
- Refunds will be given by a credit put onto the family account.
- Credits may be allocated off existing charges.

Camps

- The bus component of the camp charge will not be refunded to parents once we have received the permission note stating the child is attending (except in circumstances approved by the Principal).
- A full refund will be given if a student does not attend camp due to a family emergency, illness or a medical condition and a medical certificate is provided or at the discretion of the Principal.
- A partial refund will be given to students who do not attend camp at late notice (a refund will not be given for the bus and any other costs that have been prepaid).
- All deposits are non-refundable (except in circumstances approved by the Principal)

Special Lunch Days

- Refunds are at the discretion of the Canteen provider.

POLICY REVIEW AND APPROVAL

Policy last reviewed	Term 2, 2023
Approved by	School Council
Next scheduled review date	Term 2, 2026