

REFUND POLICY

PURPOSE:

The School Council has the responsibility for monitoring school funds and ensuring that a fair and reasonable process for managing refunds is developed and implemented. Refunds are to be kept to a minimum so that programs do not run at a loss.

AIM:

To provide a fair and equitable refund system

GUIDELINES:

- Refunds under \$15.00 to be at the discretion of the Principal or Business Manager and will be credited towards future payments.
- Refunds will be approved by the Principal or Business Manager.
- Requests for refunds must be in writing no more than 7 days after the event.
- A full refund will only be paid when accompanied with a medical certificate or at the discretion of the Principal or Business Manager.
- 50% of the fee will be refunded if no medical certificate is provided.
- Deposits are non-refundable.
- When an event is cancelled by the school or organisation all paid monies will be credited towards a forthcoming excursion/incursion, unless a specific written request is made by the parent within seven days.
- Bank statements must be checked to ensure that funds have been credited to the school account before any refunds for any EFTPOS transaction are made.

Students withdrawing from camps and in/excursions will not be automatically entitled to a refund.

- Where the school is charged for the provision of a program or service as a bulk cost not per head cost, no refund will be available until all outstanding costs are met.
- Where a 'per head' fee is charged, refunds can be given except if the event is governed by the number of instructors required – e.g. swimming.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion (e.g. visit to a zoo where the bus charge is bulk cost and the entry fee is a per head cost only the 'per head' component can be refunded).
- Deposits paid for school camps will be non-refundable unless either cancelled by the school or at the discretion of the Principal.
- The 'Camps and In/Excursion Request' form must be completed for all reimbursements within 7 days of the event. Form available at the general office.

Evaluation:

This policy will be reviewed every three years as part of the school's three year review cycle.

Certification:

This policy was endorsed by School Council at the meeting held on 13th December 2017