



Refund Policy



PURPOSE

To provide a fair and equitable refund system for parents/carers. To ensure that the provision of services for students does not result in the school incurring direct costs or cause the school to run at a loss.

SCOPE

This policy applies to all refunds requested by parents/carers and provided by the school.

POLICY

If a service to be provided by the school is cancelled; for example, excursions, camps, incursions, which has already been paid for, parents/carers may request a refund of the cost of the cancelled service.

If a student is unable to participate in a service; for example due to illness, that has already been paid for by the parent/carer, a refund may also be requested for the cost of the service.

Before the school processes a refund, the original receipt is to be produced, or the receipt number identified. If the refund is due to an illness, a medical certificate will also be required. The school will then prepare a payment voucher and forward cheques/electronic payment to the parent/carer for the amount to be refunded. Payment vouchers for the refund of excursion fees should be endorsed with the number(s) of the relevant receipts issued for the original collection of the excursion fees. This is to be approved by the principal or delegate prior to execution.

All claims for reimbursements must be made to the Business Manager in writing within 14 days of the event. Refunds will be made by electronic payment to the parent/carer and not by cash.

Exceptions

- There will be some cases where a refund is not possible, and this will be stated on the permission slip sent to parents/carers.
- Where the school is charged for the provision of a service as a bulk cost and not per head cost, a refund cannot be given. Only, where a per head fee is charged, can refunds be provided.
- Where there is a combination of a bulk charge and a per head charge e.g. an excursion to a zoo involves a bulk charge for the bus charge and an entry fee per child, only the per head component can be refunded.
- Deposits paid for school camps cannot be refunded unless cancelled by the school.

RELATED POLICIES AND RESOURCES

None.

REVIEW PERIOD

This policy was ratified by the Principal in November 2020 and is scheduled for review in 2024.

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