

## REFUND POLICY

### 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.

### AIM

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

### IMPLEMENTATION

- Refunds will be given by a credit in the first instance by putting onto the family account.
- Credits may be allocated off existing charges.
- Credits on family accounts can be refunded on request.
- All families will have access to this policy on the school website.
- 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 provided payment has not been made in advance to supplier.
- Refunds will only be given when requested in writing within 21 days of the excursion taking place or the commencement of the camp and on the provision of a medical certificate, and in accordance with the above conditions.

### SWIMMING

- The bus component of the swimming 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).
- Refund of pool entry only will be given after four or more days of non-attendance to students with a medical certificate.
- If a student is absent for part of the program they will be refunded for the days they did not attend if a medical certificate is provided.

### FOOD (Special Lunch Days)

- Refunds are at the discretion of the Canteen provider.

### CAMP

- 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).

## REVIEW

This policy was last reviewed and approved by school council on 11<sup>th</sup> October 2022 and is scheduled for evaluation and review in August 2023.