



Parent Refund Policy

Purpose

To provide a fair and equitable refund system.

Rationale

The provision of specialist activities and services for students, (eg excursions / camps / incursions etc) by the school, may at times incur direct costs to the school and cause the school to suffer a financial loss. The school often needs to pay for activities in full, prior to the day an activity is scheduled. Non-attendance by students and subsequent requests for refunds in that situation, often results in a shortfall in receipts relating to covering the cost of an activity.

Scope

This policy is to consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances.

Policy

Refund circumstances - Refunds will only be given under the below circumstances:

-If a refund is required due to changing schools, the date of cessation will be the date of receipt of the notice. A written application needs to be submitted at least two weeks in advance to receive a refund.

-If a refund is the result of sickness or accident, claims for reimbursement must be made in writing within two weeks of the event and supported by a medical certificate.

-Exceptional circumstances: non-medical circumstances that prevent a student from attending an activity. These include bereavements, national or international representative in sporting or cultural pursuits, and religious observance. Family holidays or appointments are not considered to be exceptional circumstances.

Refund Guidelines

Generally we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.

Non refund items include:

- Classroom bulk supplies, stationery packs and Mathletics
- Donations to optional contributions: First Aid, Computer Tech & Support, Grounds Maintenance Contribution
- Donations to Building Fund and Library Fund contribution due to tax implications
- Deposits for camps where the school has outlaid expenses that it cannot recoup (eg. To secure the booking)
- Camp fees if the student does not attend and does not provide a medical certificate
- Camp fee if a parent/guardian does not provide the school with written notice that their child will not be attending at least four weeks prior to the camp.

Pro rata refund items:

-Excursion/Incursion Levy: The school will refund departing students pro-rata for the terms they are yet to attend, not absence in individual activities.

-Swimming Levy: As the main cost for the swimming program is bulk charged and needs to be paid in advance, the Swimming Levy will only be refunded if the student does not attend the program in its entirety.

-Camp fees: Deposit of camp fee is non refundable as the school needs to confirm & pay the venue and bus etc. in advance. If the student does not attend the camp and school has prior written notification from the parents, the camp fee excluding deposit will be refunded, otherwise no refund is possible.

-Voluntary Contribution can be refunded pro-rata

-Y6 Graduation: As teachers begin organising graduation early term 4, the Y6 Graduation levy will only be refunded if the student leaves the school before term 4.

REVIEW CYCLE

This policy is required to be reviewed annually by School Council to confirm / enhance internal control procedures. This policy was last updated in August 2020 and is scheduled for review in August 2021.