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| Policy Title | **Refunds Policy**  |
| Ratified at School Council | May 2021 |
| To Be Updated on | February 2024 |
| Reviewed by | School Council |

 **Rationale:**

* To ensure that the provision of services for students (ie excursions / incursions / adventure programs / swimming programs) do not incur direct costs to the school, nor cause the school to run at a loss.

**Aims:**

* To provide and communicate a fair and equitable refund system for parents at our school.

**Implementation:**

* Our school will charge fees for activities, programs and services where appropriate to do so.
* 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 may be able to be given subject to whether or not the provider (eg: the camp) allows the school to pay less to off-set the refund.
* Where there is a combination of a bulk charge and a ‘per head’ charge in an excursion (eg visit to the zoo), the bus charge is a bulk cost and the entry fee is a ‘per head’ cost. Only the ‘per head’ component may be refundable depending on whether or not the provider (the zoo) allows the school to pay less to off-set the refund.
* Refunds requested well in advance have a much greater chance of being successful than requests that are made at the ‘last minute’ or after the event.
* All requests for refunds must be made and lodged prior to, or within 21 days of the event taking place.
* All claims for refunds for the swimming program must be accompanied with a medical certificate and must be for a period of five days or more.
* Where an event is cancelled by the school, and is unable to be rescheduled at a later date, a refund will be provided in the form of direct deposit or a credit on the student’s account.
* The Principal will have the capacity to review special circumstances on an individual basis.
* All refunds will be in the form of a direct deposit or a credit on the student’s account following approval by the Principal.

**Evaluation:**

This policy will be reviewed as part of the school’s three-year review cycle.

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| Ratified by School Council | Date: 17/2/2021 | Signed:  |