

# Refunds Policy

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## **Rationale:**

Parktone Primary School encourages all students to participate in camps, excursions, incursions and the annual swimming program. Parents are responsible for payment for these activities. The school must ensure that these activities do not run at a loss and as a result, incur costs to the school.

There will be occasions when a student needs to withdraw from a camp, excursion, incursion or the swimming program after they have made payment to the school for all or part of that activity.

## **Aim:**

To provide a fair and equitable refund system.

## **Implementation:**

- Where no cost is incurred by the school, a full refund of any camp, incursion or excursion payment will be payable provided that the school deems the student's withdrawal was unavoidable, e.g., illness.
- A partial refund only of any camp, incursion or excursion payment shall be payable to the student withdrawing when the school deems the student's withdrawal was unavoidable but has incurred expenses relating to the withdrawal. In such cases, the refund will be the amount paid by the student, less expenses incurred by the school because of the withdrawal.
- No refund of camp, incursion or excursion payments will be payable to the student withdrawing when the school deems the withdrawal was avoidable and has incurred the full costs of the camp, incursion or excursion.
- As the swimming program fee is calculated in advance based on the number of students participating, and the number of instructors required, a refund will only be made for students who do not participate at all in the program, provided that the school deems the student's withdrawal was unavoidable, e.g., illness. Partial refunds for missed classes are not available once the program has begun as the school is invoiced for all participants for the full program.
- Refunds will only be given when requested in writing within 21 days of the excursion, incursion or swimming program taking place or the commencement of the camp, using the form attached. The Refund Form is also available from the school office.
- Where the camp, incursion or excursion must be cancelled by the school due to unforeseen circumstances, a full refund will be provided.
- Where a family have chosen to make a curriculum contribution and/or other contribution and subsequently leaves the school during the year, no refund will be available. The DET Parent Payments Policy states that curriculum contributions and other contributions are a voluntary financial contribution and refunds on voluntary contributions are not offered.
- In the case of a refund being requested and approved, a credit against outstanding or future charges will be offered in the first instance, and for all refunds under \$20 (unless the family are exiting the school permanently). Should there be no outstanding or future charges, a refund will be provided via direct deposit to the family/guardian. No cash refunds will be made under any circumstances.
- The Principal has the capacity to view special circumstances on an individual basis.

## **Resources:**

- Parent Payments Policy & Internal Controls for Victorian Government Schools

## **Evaluation:**

This policy was last approved by school council in February 2023 and is to be reviewed annually.

