



CLIFTON HILL PRIMARY SCHOOL REFUND POLICY 2020

BACKGROUND

Clifton Hill Primary School charges families for a range of educational activities including essential educational items, excursions, incursions and camps. There will be instances when parents will ask for refunds of payments for a range of reasons (e.g. illness, withdrawal from the activity, leaving the school). Therefore the school needs to set guidelines on granting refunds.

Our school will consider requests for partial or full refunds of payments made by parents on a case by case basis taking into account the individual circumstances. 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.

PURPOSE

To ensure that:

- There is a fair and equitable system in place should parents ask for a refund
- The school will not incur a direct cost following a refund
- Follow DET's Values of Accountability, Human Rights, Impartiality, Integrity, Leadership, Respect and Responsiveness

IMPLEMENTATION

The Principal has the overall responsibility of implementing this policy, but may delegate certain roles to suitably qualified staff.

CAMPS/EXCURSIONS/INCURSIONS/LANGUAGE TOURS

Refunds will be given only if by doing so the school **will not** incur a cost:

1. Non-refundable deposits will not be refunded unless another student can fill the place
2. Where the school is charged for the provision of a program or service as a bulk cost not per head cost, no refund will be available until all outstanding costs are met.
3. Where a 'per head' fee is charged, refunds can be given except if the event is governed by the number of instructors required – eg. swimming.
4. Where there is a combination of a bulk charge and a 'per head' charge in an excursion (eg. Visit to a Zoo where the bus charge is bulk cost and the entry fee is a per head cost only the 'per head' component can be refunded.)

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5. The 'Camps and In/Excursion Request' form must be completed for all reimbursements within 14 days of the event. Forms are available at the general office.

Refunds are not granted automatically upon request. The school will assess every request on its merit.

All requests for refund must be in writing by filling in a refund request form provided by the school within 14 days of the event.

Refunds can be authorised in writing only by the Principal and Assistant Principal.

Refunds will preferably be given by crediting the amount to the student's account to be used to pay subsequent charges, or directly into a nominated bank account. No refunds will be made by cash.

If the student has not paid the essential educational items, the money will be used towards that charge.

ESSENTIAL EDUCATIONAL ITEMS

Only a partial refund can be considered, since – for example – books and pens can be used by other students, but exercise books and scrap books cannot be re-used. Therefore the school will consider a \$100 refund if exiting within 2 terms of having commenced school.

REVIEW CYCLE

This policy was last approved by school council on September 2020 and is scheduled for review in 2022.

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