



## REFUND POLICY



### Help for non-English speakers

If you need help to understand this policy, please contact the school on 57544354 or [mount.beauty.ps@education.vic.gov.au](mailto:mount.beauty.ps@education.vic.gov.au)

### BACKGROUND

Mount Beauty 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.

### PURPOSE

To ensure that:

- There is a fair and equitable system in place should parents ask for refunds.
- 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.

#### Cost of camps and excursions, refunds and support

The cost of all camps and excursions are to be paid by parents/carers unless alternative arrangements have been agreed to by the Principal prior to the excursion. All families will be given sufficient time to make payments for all activities. Consent forms will have clearly stated payment amounts and payment finalisation dates.

Students who have not finalised payment by the required date will not be allowed to attend unless the Principal determines exceptional circumstances apply. Mount Beauty Primary School will make all efforts to ensure that students are not excluded for financial reasons. Families experiencing financial difficulty are invited to discuss alternative payment arrangements with the Business Manager/Principal. The Business Manager/Principal can also discuss family eligibility for the Department's Camps, Sports and Excursions Fund (CSEF), which provides payments for eligible students to attend school activities, including camps and excursions. Applications for the CSEF are open to families holding a valid means-tested concession card or temporary foster parents and are facilitated by the school. Further information about the CSEF and the application form are available at [Camps, Sports and Excursions Fund](#).

If a camp or excursion is cancelled or altered by the school, or a student is no longer able to attend part or all of the camp or excursion, our school will consider requests for partial or full refunds of

payments made by parents/carers on a case-by-case basis taking into account the individual circumstances.

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

- Non-refundable deposits will not be refunded unless another student can fill the place.
- Where the school is charged a “group fee” as opposed to a “per head fee” a refund of the “group fee” portion of the cost cannot be considered until all costs associated with the activity have been met.
- Where a “per head” fee is charged, refunds will not be given if the withdrawal will change the number of instructors/teachers required according to a ratio and it is too late to change that number (swimming, camp).

All requests for refund must be in writing by completing a refund request form provided by the school within 14 days of the event. In case of illness, a medical certificate will need to be provided before the refund request can be considered.

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

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.

### **Cost of Essential Educational Items**

Students who exit the School within 2 terms of commencement will be eligible to apply for a refund according to the below table of essential education items.

STUDENT BOOK PACK	NOT REFUNDABLE (STUDENT TO KEEP)
CLASSROOM CRAFT/PROJECT/ART&FRENCH CONSUMABLES	PRO-RATA REFUND/TERM
ONLINE LEARNING SUBSCRIPTIONS	PRO-RATA REFUND/TERM
INCURSIONS / SWIMMING	REFUNDED IF EXITED PRIOR TO EVENT
BUS TRAVEL (SPORTS DAYS)	REFUNDED IF EXITED PRIOR TO EVENT
PREP READER / LIBRARY BAG	NOT REFUNDABLE
HEADPHONES	NOT REFUNDABLE

### **FURTHER INFORMATION AND RESOURCES**

This policy should be read in conjunction with the following Department policies and guidelines:

- [Parent Payment Policy](#)
- [Camps & Excursions Policy](#)
- [Excursions and Activities](#)
- [Camps, Sports and Excursions Fund](#)

## REVIEW CYCLE

This policy was last approved by school council in February 2022, it is scheduled for review in 2023.