



MOUNT PLEASANT ROAD PRIMARY SCHOOL & KINDERGARTEN REFUNDS POLICY

POLICY STATEMENT

Mount Pleasant Road Primary School & Kindergarten (MPRPS) provides high-quality education through a range of academic and co-curricular activities, including incursions, excursions, camps, and special programs. The school must ensure that these activities are financially sustainable and do not incur a loss.

We understand that sometimes students are unable to participate in activities due to unforeseen circumstances, or events may need to be cancelled due to factors beyond the school's control.

AIM

To provide a fair, consistent and equitable refund process for families.

IMPLEMENTATION

Refunds will be considered on a **case-by-case basis**, taking into account the circumstances of the withdrawal and whether the school has already incurred associated costs. In general, refunds cannot be issued for costs that have already been paid to external providers and are non-refundable to the school.

1. Incursions, Excursions and Camps

1.1 **Full Refunds** may be issued when:

- The school has not yet incurred costs or made commitments to a third party.
- The student's place is filled by another participant.
- The withdrawal is deemed unavoidable (e.g., due to illness with a doctor's certificate).

1.2 **Partial Refunds** may be issued when:

- The withdrawal is deemed unavoidable, but the school has incurred some costs. In this case, the refund will be calculated as the amount paid by the family **minus** the non-refundable costs.

1.3 **No Refunds** will be issued when:

- The school has already paid for or committed to costs that cannot be recovered.
- The withdrawal is considered avoidable.

1.4 **Deposits** for camps and excursions are considered non-refundable, as clearly communicated in the Compass event information. Requests for deposit refunds will be considered on a case-by-case basis.

2. Refund Method and Timeframes

2.1 Refunds will be made:

- As a **credit** on the family account to be used for current or future charges.
- Or, upon request, as a **direct payment** to a nominated bank account.

2.2 Refunds for payments made using **Camps, Sports and Excursions Fund (CSEF)** will be returned as a **CSEF credit** and can only be applied to eligible future charges.

2.3 If a student is **leaving the school** and a refund is approved, the amount will be paid to a nominated bank account if requested.

2.4 Refund requests must be made **in writing within 21 days** of the event date (e.g., the excursion or start of camp).

3. School-Initiated Cancellations

3.1 If the school cancels an event (e.g., due to insufficient numbers), a **full refund** will be provided.

3.2 If an event must be cancelled or rescheduled due to circumstances beyond the school's control (e.g., extreme weather, bushfires, pandemics), the school will refund amounts paid **less any non-refundable costs** retained by external providers.

3.3 If parents choose to withdraw their child from a **rescheduled event**, their refund request will be considered under the same terms as outlined in section 1.

4. Principal's Discretion

The Principal may consider **special circumstances** and approve refunds outside of the standard policy where appropriate and reasonable.

REVIEW CYCLE

This policy was last updated on **9 May 2026** and is scheduled for review in **May 2027**. This policy was last approved by School Council in **May 2025**.