



REFUND POLICY

PURPOSE

The purpose of this policy is to provide for a fair and equitable refund system and to ensure that programs and services provided do not run at a loss to the school.

SCOPE

This policy applies to:

- excursions, incursions and camps; and
- School Essential Items costs for provision, programs and resources.

POLICY

1. **No refund/credit can be given for any program or service unless the school receives a refund from the provider.**
2. Where the school is charged for the provision of a program or service as a bulk cost, the bulk cost component cannot be refunded unless the program or service does not proceed.
3. Where a 'per head' fee is charged refund/credits are able to be given to individual students.
4. Where there is a combination of bulk charge and a 'per head' charge in an excursion (e.g. visit to a zoo. Bus charge is bulk cost. Entry fee is per head cost.) only the 'per head' component is able to be refunded/credited unless the program or service does not proceed.
5. Deposits paid for school camps and swimming will be non-refundable unless cancelled by the school.
6. All claims for reimbursements must be made in writing within 30 days of the event.
7. All refunds will be made by crediting the school family account or if over \$20, a direct deposit can be made, if requested, to a nominated bank account. No cash refunds will be given.
8. Families who leave prior to the end of Term 2 will receive a 50% refund of paid Essential Items on request. Any families leaving after that time will receive no refund of paid Essential Items.
9. The Principal will have the capacity to view special circumstances on an individual basis.

School Name: Mount Pleasant Road Primary School	Policy name: Refund Policy	Policy Ref. Number VRQA
Approved by: Kim Streitberger (Principal)	Date: August 2021	Next: August 2022
		Version 1.0