



# Refund Policy

## Purpose

The school must ensure that the provision of services for students, (i.e. excursions/camps/visiting groups/services) do not incur direct costs to the school, nor cause the school to run at a loss.

## Broad Aims

To provide a fair and equitable refund system.

## Implementation

1. Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund/credit is able to be given.
2. Where a 'per head' fee is charged refunds/credits are able to be given.
3. Where there is a combination of a 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.
4. Deposits paid for school camps will be non-refundable unless cancelled by the school.
5. All claims for reimbursements must be made in writing within 14 days of the event.
6. All refunds will be made by crediting the school family account. If the refund is over \$20, a direct deposit can be made, if requested, to a nominated bank account. No cash refunds can be given.
7. School Uniform returns: Uniform items can be exchanged within two weeks of purchasing if they are the wrong size; provided they have tags attached and have not been worn. Faulty uniform items can be returned and will be sent back to the manufacturer for replacement/repair. No item can be returned or order cancelled, once the order has been placed with the manufacturer. If an order cannot be filled, a credit will be put on the parent's account or a refund issued via direct deposit. Cash refunds are not permitted.
8. The Principal will have the capacity to view special circumstances on an individual basis.

**Responsibility:** Principal, Finance Sub-Committee and Treasurer

Ratified at School Council: 21<sup>st</sup> March 2017

Due for Review: First school council meeting each year.