



MONTROSE PRIMARY SCHOOL

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

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.

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 by email/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. The Principal will have the capacity to view special circumstances on an individual basis.

REVIEW CYCLE: This policy was last reviewed by school council on 26th March 2024 and is scheduled for review at the first school council meeting in 2025.