



Glendal Primary School Refund Policy

Rationale

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. In order to keep costs to parents at a minimum an estimate of the number of students attending is made prior to determining the initial overall cost of the activity.

The school aims to provide a fair and equitable refund system and there will be occasions when a student needs to withdraw from a camp, excursion or other parent funded enrichment activity after they have made a payment.

Guidelines

- To provide a fair and equitable refund system.
- Students withdrawing from camps, excursions and enrichment activities will not be automatically entitled to a refund.

Implementation

- School travel insurance can be purchased through the Victorian Managed Insurance Authority (VMIA) for camps and excursions.
- Deposits paid for camps, overseas trips and enrichment activities will be non-refundable unless either cancelled by the school, covered by VMIA insurance (if purchased), or at the Principal's discretion.
- Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund is able to be given.
- Where a "per head" fee is charged refunds are able to be given subject to discretion, i.e. a doctor's certificate must accompany a request for refunds due to illness. Where there is a combination of a bulk charge and a "per head" charge in an excursion, e.g. visit to a zoo, the bus charge is a bulk cost and entry fee is per head cost. Only the "per head" component is able to be refunded.
- All claims for consideration for reimbursements must be made in writing within 14 days of the event.
- Refunds will be processed after all payments for the event have been finalised, and within approximately six weeks.
- All claims for refunds for the swimming program must be accompanied by a doctor's certificate for the affected student that must be valid for a period of 5 days or more.
- The Principal will have the capacity to view special circumstances on an individual basis.
- Information referring to this policy is to be included on all excursions/camps/visiting groups/services notices where there are charges.
- Where the supplier nominates a minimum period of cancellation or a cancellation fee in the event of a program being cancelled, associated costs will not be refundable.
- Refunds will only be paid by direct deposit or a credit on the relevant family account. Refunds are not available to be repaid by cash.

Evaluation

Policy ratified 21st of August, 2023 at School Council.