

School Procedure: Refunds Policy
Development: 2018
Renewal Date: 2021

When excursions or in-school performances are organised, every item has a cost - transport, venue, etc. This total cost is then divided by the number of students expected to be attending this excursion/performance. Often, especially in the case of overnight trips, the school has to pay a deposit in advance. On occasions there are unforeseen circumstances, including illness that may prevent your child from attending this event.

This policy aims to provide a fair and equitable refund system.

Refund circumstances:

A refund will only be considered under the following circumstances

- If the refund is the result of sickness or accident, claims for reimbursements must be made in writing within 2 weeks after the event and supported by a medical certificate
- Exceptional circumstances: non-medical circumstances that prevent a student from attending an activity. These include bereavements, national or international representation in sporting or cultural pursuits, and religious observance.
- **Family holidays or appointments are not considered to be exceptional circumstances.**

Non refund items include:

- Deposits for camps/excursions where the school has outlaid expenses that it cannot recoup
- Camp/excursions fees if the student does not attend and does **not** provide a medical certificate
- Camp/excursions fee if a parent/guardian does not provide the school with written notice that their child will not be attending at least four weeks prior to the camp.
- Monies paid for any activity which a student does not attend and for which a medical certificate has not been provided, or exceptional circumstances established

Refundable items include:

Pro rata refund:

- **Subject levies:** will be made on a pro rata basis and will not be made for any part of any term in which the student has attended the school, no matter the duration of attendance in that term. (For example, a student departing at any point in Term 2 having paid the whole year's fees in advance, will be refunded for Terms 3 & 4)
- **Camp/excursions/performance fees:** If the student does not attend the event or camp, with parent's written notice received a minimum of four weeks before the event, the fee excluding deposit **may be refunded**. Notice is to be given and accompanied by a medical certificate if withdrawal is due to illness or proof of exceptional circumstance (see above) otherwise no refund is possible. The cost of transport will not be refunded if withdrawal is two weeks or less from the event.

A request for refund must be completed and lodged with the school with evidence before the refund can be actioned. This is an audit requirement.

If an excursion is cancelled by the school or a third party, all monies will be refunded to parents by EFT.

Date of Ratification by School Board: 18 June 2018