

FIN012 Refunds Policy

Rationale

This policy is developed to provide guidelines and outline circumstances where payments made to the school can be refunded to parents/guardians.

Purpose

To ensure camps and excursions are organised at no cost to the school and if avoidable parents do not incur a loss.

Refunds are all subject to the discretion of the Principal on a case by case basis, and usually follow the guidelines below.

Essential Student Learning Items

- Fully refundable if paid in the preceding year and student does not commence school.
- Pro-rata – based on the exit date per term.
- Nil refund after commencement of Term 4.
- Refunds are not available for payments made for Essential Student Learning Items that are retained by the student. This includes;
 - student stationary

Camps, Sport and Excursions

Students withdrawing from an activity will not automatically be entitled to a refund.

- Where the school is charged for the provision of a program or service as a bulk cost and not a 'per head' cost, no refund will be given.
- Where a 'per head' fee is charged, refunds may be given.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion (e.g. a visit to the zoo where the bus charge is bulk cost and the entry fee is a 'per head' cost) only the 'per head' component can be refunded.
- Refunds may be considered under special circumstances and at the principal's discretion.
- Deposits paid for school camps and swimming will be non-refundable unless cancelled either by the school or at the Principal's discretion.
- The 'Camps and Excursion Refund Request' form must be completed for all reimbursements within 14 days of the event. Form is available from the office.
- Refunds will be processed once all outstanding costs are met.

Specific Procedures

If a refund is approved, a family credit note will be issued against the activity. The value of the credit may be applied to an outstanding invoice of the parents' choice or left for the following year to be credited off an outstanding invoice of the parents' choice. If there are no outstanding invoices and the family are leaving the school the parent will be requested to provide their bank account details

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and the amount will be reimbursed through direct credit. Chelsea Heights Primary School is not permitted to reimburse cash to the student or parent.

Evaluation

- This policy will be reviewed as part of the school’s three-year review cycle.

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**CHELSEA HEIGHTS PRIMARY SCHOOL
REFUND REQUEST**

Date: _____

Student's Name: _____

Grade: _____

Amount Paid: \$ _____

Reason for Refund:

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Parent's Name: _____

Signature: _____

Office Use Only:

Approved: Yes No

Refund Amount: \$ _____

Authorised by: _____

Signature: _____

Date: _____

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