

# REFUND POLICY

## Purpose

To provide a fair and equitable refund system

## Scope

The provision of specialist activities and services for students, (e.g. excursions/camps/incursions) by the school can, at times, incur direct costs to the school and cause the school to suffer a financial loss. The school often needs to pay for activities in full, prior to an activity is scheduled. Non attendance by students and subsequent requests for refunds in this situation, often results in a shortfall in receipts relating to covering the cost of any activity. This policy is developed to provide guidelines and outline circumstances where payments made to the school can be refunded by parents/guardians.

## Policy

1. 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 where a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.
2. Requests for refund are to be made in writing.
3. A medical certificate may be requested.
4. Where Roslyn Primary School makes the decision to cancel a camp or excursion, the amount paid by the student shall be refunded in full.
5. When a camp or excursion has to be rescheduled because of DET warnings, e.g. fire or dangerous weather, parents may request a refund of monies paid by them less any funds incurred by the school for the rescheduled event.

## Further information and resources

## Review Cycle

This policy was last updated on 13th August 2019 and is scheduled for review in March 2020.