

# Rowville Primary School

## Refund Policy



DET International CRICOS Code - 00861K



### Help for non-English speakers

If you need help to understand the information in this policy, please contact 9764 1955.

### PURPOSE

- To provide a fair and equitable refund system.
- To ensure that the provision of services for students (i.e. excursions / incursions / adventure programs / swimming programs) do not incur direct costs to the school, nor cause the school to run at a loss.

### IMPLEMENTATION

- 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 is able to be given.
- Where a 'per head' fee is charged, refunds are able to be given.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion (e.g. visit to the zoo, the bus charge is a bulk cost and the entry fee is a 'per head' cost), only the 'per head' component is able to be refunded.
- Beyond Boundaries Adventure Program: Deposits paid by parents at the start of the year and prior to costing are refundable. Deposit and balance payments paid after costing (at which time numbers are confirmed) are subject to the same criteria as above, i.e. 'per head' and/or 'bulk charge'. Once the school has been charged for a student a refund is not possible, e.g. a child returns early from camp.
- The provider of the swimming program estimates the cost at the start of the year and parents are responsible for the payment of the entrance fees. The school will consider a refund due to medical reasons, but this must be supported by a medical certificate.
- Where an event is cancelled by the school and is unable to be rescheduled to a later date, a refund will be provided in the form of a direct deposit or a credit on the student's account.
- All claims for refunds must be made in writing within 21 days of the event taking place, as the school is required to settle accounts within this time.
- The Principal/Business Manager will have the capacity to review special circumstances on an individual basis.
- All refunds will be in the form of a cheque direct deposit or a credit on the student's account following approval by the Principal/Business Manager.
- CSEF amounts that have been allocated to these events will not be refunded. CSEF held in credit will be forwarded to the transferring school in Victoria if a child is leaving.
- For all laptop lease payments & parent contributions, a pro-rata refund will apply for the remaining full terms. If a student has attended during the term/s, that amount will not be refunded.

### EVALUATION

School Administration Team feedback.

### POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2024
Approved by	Rowville Primary School Council
Next scheduled review date	February 2027