

Caulfield South Primary School

C.S.P.S.

Refund Policy

Background:

- 1.1 The school recognises that there are occasions in which parents/guardians pay for specialist activities and services for students (e.g., excursions / camps / incursions, etc.) and request refunds due to non-attendance.
- 1.2 The provision of specialist activities and services for students 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 the day 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 an activity.

Purpose:

- 2.1 To provide a fair and equitable refund system.

Definition:

- 3.1 Exceptional circumstances: non-medical circumstances that are out of the ordinary, unavoidable, or unexpected that prevent a student from attending an activity. Examples may include, amongst others, bereavements, and national/international representation in sporting or cultural pursuits. Family holidays or appointments are not considered to be exceptional circumstances.

Implementation:

Caulfield South P.S. will act reasonably and take into consideration the Financial Help for Families Policy and relevant arrangements, including support for families experiencing hardship.

- 4.1 Refund circumstances. Refunds will not be considered for donations or lunch orders. Other refunds will only be considered under the following circumstances:
 - If a refund is requested due to changing schools. In these cases, the date of cessation will be the date of receipt of an "Exit Form" or equivalent written advice.
 - If the refund is requested due to medical reasons, claims for reimbursements must be made in writing within 2 weeks of the event and supported by a medical certificate.
 - If the refund is a result of global pandemic not allowing a provider to provide the agreed upon service/excursion. In situations in which a cost has been incurred by the school (e.g., non-refundable deposit), a partial credit or refund (rather than a full refund) to the parent/guardian may be deemed reasonable.
 - Other exceptional circumstances (refer to definition above).

4.2 Curriculum contributions:

- Curriculum contribution refunds 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)

4.3 Camp fees:

- Deposits for camps where the school has outlaid expenses that it cannot recoup will not be refunded
- If a student is not going to attend camp and payments have been received, the school requires parent/carer's written permission to be submitted to the principal a minimum of four weeks before the event for a refund to be considered. The camp fee excluding deposit may be refunded.
- Notice is to be given as soon as possible for withdrawal from / non-attendance at camp for medical reasons or exceptional circumstances. Where applicable, a medical certificate is to be provided to the school within two (2) weeks of the commencement date of the camp with a written request for a refund consideration, otherwise no refund is possible. Deposits will not be refunded.

4.4 Refund process

- If the school decides to provide a refund, then parents/guardians need to agree and advise the school where the refund should be paid. If that agreement cannot be reached, the refund is usually paid into the account from which the money came. Where the payment was made in cash, the school should wait until the parents reach an agreement and advise the school.

Summary

Payment Type	Refund Policy
Education	Pro rata per "unused" term
Donation	No
Excursion	Yes, if you notify the school in writing with a minimum of 2 weeks' notice prior to the closing date of the event. Yes, if you produce a medical certificate or exceptional circumstances are approved. No, in all other circumstances.
Incursion	Yes, if you notify the school in writing with a minimum of 2 weeks' notice prior to the closing date of the event. Yes, if you produce a medical certificate or exceptional circumstances are approved. No, in all other circumstances.
Camp	Deposit: No, if school has incurred non-refundable costs. Balance of payment: If you notify the school in writing with a minimum of 4 weeks' notice prior to the closing date of the camp, or if you produce a medical certificate or exceptional circumstances are approved the principal will determine whether a refund is possible. No, after payment due date (except in medical or exceptional

	circumstances).
Lunch Order	No

5.0 Evaluation:

This policy is required to be reviewed annually by School Council to confirm/enhance internal control procedures.

6.0 Policy Review and Approval

Policy last reviewed	February 2023
Approved by	School Council
Next scheduled review date	February 2024

To align with Parent Payment Policy DET update 12 October 2022