



Thomastown Meadows Primary School

Refund Policy

HONESTY EMPATHY RESPECT

Purpose

To ensure there is a fair and equitable refund system in place and that the provision of services for students, (i.e. excursions/camps visiting groups and services including Essential Education Items do not incur direct costs to the school, nor cause the school to run at a loss.

Scope

To provide a fair and equitable refund system ensuring the process of applying for a refund is, straightforward and understood before payments are made and that the refund does not disadvantage Thomastown Meadows Primary School in anyway.

- All refunds must be made in writing by completing a Refund Request Form
- All claims for reimbursements must be made in writing within 7 days of the event.
- No cash refunds can be given.
- A request for a refund does not automatically mean a full refund of monies paid.
- Refunds are all subject to the discretion of the Principal.
- The Business Manager and Principal will have the capacity to view special circumstances on individual case by case basis.
- Whilst we don't currently have Voluntary Contributions, any Donations made to the school by an individual are non-refundable.
- Where the school is charged for the provision of the program or service as a bulk cost and not per head cost, no refund/credit is able to be given.
- Where a 'per head' fee is charge refunds/credits are able to be given with proof of a Medical Certificate within 7 days except if the event is governed by the number of instructors required e.g. swimming and/or camp.
- Where there is a combination of bulk charge and 'per head' charge in an excursion e.g. all excursions whereby a bus is required for transport and an entry fee is charged. The bus charge is a bulk cost and the entry fee is costed per head, therefore only the 'per head' component is able to be refunded/credited as long as it not a disadvantage to the school.
- School Camps require a non-refundable \$100 deposit (by a set date for students wishing to attend). Deposits paid for school camps are non-refundable unless cancelled by the school in which case a credit will be placed on the family account to be used against other activities or towards book packs unless otherwise specified.
- All refunds will be made by crediting the school family account. If the refund is over \$200, a direct deposit can be made upon request and approval by the principal to a nominated bank account (excluding CSEF). Should there be outstanding commitments on the family

account in which require payment there will be a discussion around allocating the credit to clean up account.

- All PFA events held at school e.g. School Disco, Mother's Day Stall's, Special Lunches, tickets sold on Harmony Day etc. are non-refundable.

Policy

Thomastown Meadows Primary School will consider requests for partial or full refunds of payments made by parents on a cases-by-case basis taking into account the individual circumstances the cost to the school and will be at the discretion of the principal. This could also be by means of a credit to the family school account.

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, costs that have already been paid or committed to a third party and no refund is available to the school.

Where possible, we will make this clear to parents at the time of payment. In the case this cannot be made clear to parents at the time of payment the Policy will be made available to parents on Compass and the School Website.

Camps/Excursions/Activities

Participation of students in an activity is indicated by the return of a signed permission form and payment of money.

Students withdrawing from an activity will not automatically be entitled to a refund. This will be determined by the expense incurred to the school and the reason for not attending. A Refund Request Form must be lodged accordingly (with a Medical certificate where appropriate) and the Principal will determine the final outcome.

Policy review

Policy written updated	School Council approved	Review date	Responsibility
27/07/2020	15/10/2020		Principal