



REFUND POLICY

BACKGROUND

- Camelot Rise Primary School makes every effort to keep costs to a minimum and affordable for all families. Students are encouraged to participate in extracurricular activities that may include camps, excursions and incursions. These provide opportunities for learning experiences that cannot always be gained in the classroom.
- To provide a facility for the reimbursement of payments if a student (for whatever reason) withdraws from the school or an activity after payment has been made in part or full.
- Camelot Rise Primary School must ensure that the provision of supplies and services for students does not incur direct costs to the school, nor cause the school to run at a loss.

PURPOSE

- To provide a fair and equitable refund system.

IMPLEMENTATION

Students withdrawing from the school or an activity will NOT be automatically entitled to a refund.

- Where the family has taken possession of Essential Learning Items a refund will not be given for items not used.
- 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 available until all outstanding costs are met.
- Where a 'per head' fee is charged, refunds may be given except if the event is governed by the number attending or the number of instructors required – e.g. swimming.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion (e.g. Zoo visit) the bus charge is bulk cost and the entry fee is a per head cost only the 'per head' component may be refunded.
- Refunds will only be processed once all other outstanding costs are met.
- Refunds will only be given when a request in writing is made within 21 days of the activity.
- Refunds based on a medical condition must be accompanied by a medical certificate.
- Non-refundable deposits will be required for schools camps and the swimming program to ensure the overall cost of the activity is covered (unless cancelled by the school). This will be made clear on the initial communication relating to the activity.
- Where the refund is less than \$50 a credit note will be issued on the family account. Refunds over \$50 will be credited to the family account or returned by the method it was initially made (EFT/ Compass). Cash payments will be refunded by direct deposit to a nominated bank account.
- Where the student is in their final year at school, has no siblings at CRPS, is exiting, and has no outstanding debt to the school, families will have the option for a refund or to make a donation to the school.
- The Principal will have the capacity to view special circumstances on an individual basis.

EXPECTATIONS

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

CERTIFICATION

This policy was endorsed by School Council at the meeting held in November 2020.

Signed..... Signed.....