

# REFUNDS



# POLICY

School Council 2022

### **RATIONALE:**

Parents pay Skye Primary School money for their children to attend and participate in many varied curricular and extra-curricular experiences throughout the school year; these experiences may include, but are not restricted to camps, excursions, in-visits and extra-curricular sporting events.

Clearly defined processes and procedures, for refunding money paid by parents if their child does not or cannot attend these experiences, is required to make it financially fair and equitable for parents and to ensure school budgets do not go into deficit for pre-planned experiences that have a financial commitment requiring payment.

### **AIM:**

- To establish clearly defined processes that are fair and equitable should parents ask for a refund. The school should not incur a direct cost following a refund.

### **IMPLEMENTATION:**

- At the beginning of each school term parents receive an invoice from the school outlining all curricular activities their child/ren will participate in for that term requiring payment
  - All refunds from the school to parents will take the form of 'crediting' the family's school account; the family will be able to 'use' the credited amount for future invoiced activities
  - There are times when 'refunds' will not be available for credit due to a financial commitment the school has entered into with a person or organisation, examples of these include School Camps, Excursions, In-visits, Extra-Curricular Activities and Sporting Activities. Please see below:
1. School Camps, Excursions, Extra-Curricular Activities and Sporting Activities –
    - There are a few aspects of School Camps, Excursions, Extra-Curricular Activities and Sporting Activities that have been pre-paid for and /or costs have been paid for on a per-student ratio when confirmed with parents. Therefore in 'refunding' money for non-attendees to these type of activities, credit will be unavailable for those parts that have had pre-paid financial commitments – an example of this is the bus costs that accompany all of these mentioned activities.
  2. In-visits -
    - Some in-visit experiences involve pre-paid financial commitment, this is determined by the person/organisation in agreement with the school. In this case credit will be unavailable due to financial commitment from the school.
    - Some in-visits do not require financial commitment, with payment only required on the number of students participating on the day. In these cases, a 'refund' will be available to the family which will be credited according to the above information.

Refunds are not granted automatically upon request. The school will assess every request on its merits.

All requests must be in writing by filling in a refund request form provided by the school within 14 days of the event. In the case of illness a medical certificate will need to be provided before the refund can be requested.

Refunds will preferably be given by crediting the students account or directly into a nominated bank account. No refunds will be made in cash.

### **EVALUATION**

This policy will be reviewed as part of the school's review cycle.