

GLENDAL PRIMARY SCHOOL REFUND POLICY

Rationale

The school must ensure that the provision of services for students, (i.e. excursions / camps / visiting groups / services) do not incur direct costs to the school, nor cause the school to run at a loss. In order to keep costs to parents at a minimum an estimate of the number of students attending is made prior to determining the initial overall cost of the activity.

The school aims to provide a fair and equitable refund system and there will be occasions when a student needs to withdraw from a camp, excursion or other parent funded enrichment activity after they have made a payment.

Guidelines

- To provide a fair and equitable refund system.
- Students withdrawing from camps, excursions and enrichment activities will not be automatically entitled to a refund.

Implementation

- Deposits paid for camps, overseas trips and enrichment activities will be non-refundable unless either cancelled by the school or at the Principal's discretion
- Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund is able to be given
- Where a "per head" fee is charged refunds are able to be given subject to discretion ie. a Doctor's certificate must accompany a request for refunds due to illness. Where there is a combination of a bulk charge and a "per head" charge in an excursion e.g. visit to a zoo, the bus charge is a bulk cost and entry fee is per head cost. Only the "per head" component is able to be refunded
- All claims for consideration for reimbursements must be made in writing within 14 days of the event
- All claims for refunds for the swimming program must be accompanied by a doctor's certificate for the affected student which must be valid for a period of 5 days or more
- The Principal will have the capacity to view special circumstances on an individual basis.
- Information referring to this policy is to be included on all excursions/camps/visiting groups/services notices where there are charges
- Where the supplier nominates a minimum period of cancellation or a cancellation fee in the event of a program being cancelled, associated costs will not be refundable.

Evaluation

The Refund Policy will be reviewed by the Education Committee in consultation with the Finance Committee as part of the school's three-year review cycle.