

REFUND POLICY

PHILOSOPHY

Healesville Primary School believes that the Camps and Excursion program is highly beneficial for students and provides opportunities for particular learning experiences that cannot be gained in the classroom.

Healesville Primary School encourages all students to participate in camps and excursions.

There will be occasions when a student needs to withdraw from a camp or excursion after they have made payment.

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.

Our school will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. 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, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made 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.

AIM

To provide a fair and equitable refund system.

GUIDELINES

Students withdrawing from camps and excursions will not be automatically entitled to a refund.

1. Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund will be available until all outstanding costs are met.
2. Where a “per head” fee is charged refunds can be given **except** if the event is governed by the number of instructors required – eg swimming
3. Where there is a combination of a bulk charge and a “per head” charge in an excursion (e.g. visit to a zoo where the bus charge is bulk cost and the entry fee is a per head cost, only the “per head” component can be refunded.
4. Deposits paid for school camps will be non-refundable unless either cancelled by the school or at the Principals discretion.
5. The ‘Camps and Excursion Refund Request’ form must be completed for all reimbursements within 14 days of the event. Forms available from the office.
6. Refunds will be processed once all outstanding costs are met.

Evaluation:

1. Procedures will be reviewed annually to confirm/enhance internal control

Certification:

Signed: _____
Principal

Dated: _____

Signed: _____
School Council President

Dated: _____

HEALESVILLE PRIMARY SCHOOL

REQUEST FOR CREDIT / REFUND

FOR NON ATTENDANCE AT AN EXCURSION/INCURSION

DATE: _____

CHILD'S NAME: _____

GRADE: _____

EVENT: _____

COST OF EVENT: _____

REASON FOR

CREDIT / REFUND: _____

CREDIT TO (school account or bank account) _____

BSB NUMBER: _____

ACCOUNT NUMBER: _____

ADDRESS: _____

_____ Postcode _____

TOTAL AMOUNT: \$ _____

SIGNED: _____

Office use only:

Approved Yes No

Refund Amount: _____

Authorised By: _____

Signed: _____

Date: _____

This policy was last ratified by School Council in November 2021