

## REFUND POLICY



Help for non-English speakers is available; please get in touch with Berwick Chase Primary School at 9707 7799

### PURPOSE

Berwick Chase Primary School must ensure that the provision of services for students (i.e. Excursions/camps/visiting groups/services) does not incur direct costs to the school nor cause the school to run at a loss.

### SCOPE

This policy applies to all students of Berwick Chase Primary School.

### POLICY

- Full or partial credits or refunds, as stated below, for school camps, swimming, excursions and school-based activities may be available when notification of non-attendance has been received 24 hours before confirmation of numbers attending to the activity provider and bus lines.
- Where the school is charged for the program or service before the event, no refund can be given.
- Refunding/crediting of monies for school camps, swimming and excursions, where a student does not attend all days due to medical reasons, will be calculated on several days attended less the cost of the bus, which is a fixed cost item. Refunds/credits can only be given on presenting a medical certificate approved by the camp/swimming centre.
- Notification of non-attendees will be confirmed with the Administration coordinator responsible for the activity.
- When a student pays for lost library books and subsequently finds the books, no refund of payment will be given after 14 days from the date of receipt of the student payment.
- The school reserves the right to cancel activities. In this instance, families will be provided with a credit of funds towards a future cost.
- Parents will be offered a refund via a credit applied to their family account to be used towards future costs unless a student leaves Berwick Chase Primary School. No refunds will be made in cash.
- Parents/Guardians may request the refund to be deposited into their bank account if credit is over \$50 and they supply their request and bank details in writing.
- Credits/Refunds will be made where applicable as soon as practicable after the completion of the activity and all costs have been reconciled.



- The Principal will have the capacity to view exceptional circumstances on an individual basis.
- This policy is to be included in an issue of the school newsletter during Term 1.
- Voluntary Curriculum contributions and other voluntary contributions deemed donations and requests for refunds are subject to the school's discretion.

## EVALUATION

This policy will be reviewed annually by School Council.

## COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in induction processes for relevant staff
- Included in our staff handbook/manual
- Discussed in an annual staff briefing/meeting
- Made available in hard copy from school administration upon request

## REVIEW CYCLE

Policy last reviewed	Oct 2022
Consultation	Principal Business Manager
Approved by	Principal/School Council
Next scheduled review date	Feb 2023

This policy will be reviewed annually by Administration and School Council.