

# HARTWELL PRIMARY SCHOOL REFUND POLICY

## Rationale

Schools have the discretion to provide refunds to families and should do so where it is reasonable and fair. The school must ensure that the provision of services for students, (i.e. excursions / camps / visiting groups) do not incur direct costs to the school, nor cause the school to run a deficit.

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.

If the school decides to provide a refund, then parents need to agree and advise the school where the refund should be paid. If that agreement cannot be reached, the refund is usually paid into the account from which the money came. Where the payment was made in cash, the school should wait until the parents reach an agreement and advise the school.

## Aims

To provide a fair and equitable refund system

## Implementation

- 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 i.e. 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 refunds must be made in writing within 14 days of the event.
- The Principal will have the capacity to view special circumstances on an individual basis.
- A medical certificate is to be provided where non-attendance is cited as the reason for a student not attending.
- 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

- This policy will be reviewed as annually at the commencement of the school year

This policy was last ratified by School Council on 21<sup>st</sup> February 2022