



# REFUND POLICY

## BELL PARK NORTH PRIMARY SCHOOL

### PURPOSE

- To ensure Bell Park North Primary School encourages all students to participate in extracurricular activities including attendance at camps and excursions which is highly beneficial for students and provides opportunities for particular learning experiences that cannot be gained in the classroom.
- To provide a facility for the reimbursement of payments if a student (for whatever reason) needs to withdraw from an activity after they have made payment to the school for all or part of that activity.
- Bell Park North Primary 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.

### SCOPE

To provide a fair and equitable refund system.

### POLICY

- All refund requests must be made in writing within 14 days of the event or student exit from the school
- A request for a refund does not automatically equate to a full refund of monies paid
- If the family has outstanding charges to the school, any refund deemed appropriate will be offset against these outstanding charges.
- When required, payment of refunds will be made via direct deposit into a nominated bank account. No cash refunds will be given.
- The policy will ensure that the provision of optional services (i.e. camps) do not incur direct costs to the school
- The Principal will have the capacity to view special circumstances on an individual basis.

### Implementation

#### Optional Items

- Students withdrawing from camps, excursions and extra-curricular activities will not automatically be entitled to a refund.
- Refunds will only be processed once all outstanding costs are met.
- A refund (less any non-refundable deposit) may be payable to the parent/guardian if the Principal deems the withdrawal from the activity is due to unavoidable circumstances i.e. illness. Proof may be required e.g. medical certificate.
- Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund/credit is able to be given.
- Where there is a combination of a bulk charge and a 'per head' charge for an excursion, incursion or activity, only the 'per head' component may be refunded upon request.

### REVIEW CYCLE

This policy was last approved by School Council 17<sup>th</sup> November 2020 and is scheduled for review in 2021.

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