

## REFUND POLICY

### PURPOSE:

- 1.1 To ensure Templestowe Park Primary School encourages all students to participate in extracurricular activities including attendance at camps and excursions.
- 1.2 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.
- 1.3 Templestowe Park 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.
- 1.4 To provide a fair and equitable refund system.

### GUIDELINES:

- 2.1 Students withdrawing from an activity will not automatically be entitled to a refund.
  - Where the school is charged for the provision of a program or service as a bulk cost and not 'a per head' cost, no refund will be given.
  - Where a 'per head' fee is charged, refunds may be given.
  - Where there is a combination of a bulk charge and a 'per head' charge in an excursion e.g. visit to a zoo. Bus charge is bulk cost. Entry fee is per head cost. Only the 'per head' component may be refunded.
  - Refunds will only be given when requested in writing within 14 days of the activity.
  - For refund payments to families of less than \$30, a credit will be issued onto the family account at the school. Refunds over \$30 can be paid to families as credit on their account or as a cheque.
  - The Principal will have the capacity to view special circumstances on an individual basis.
  - Non- refundable deposits will be required for camps and swimming programs to ensure the overall costs of the activities are covered. These costs will be fully explained as part of the initial letter home outlining these activities.
  - In the event that an excursion/incursion is cancelled a full refund will be issued to families.
  - If circumstances are such that the school receives a bulk refund from an operator, individual accounts will receive a credit.

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