



Refund

POLICY

PURPOSE

The purpose of this policy is to:

- provide an outline of the Refund process at Ararat Primary School so that parents and members of the community are informed about how a refund request can be made.
- ensure that all requests regarding refunds are managed in a timely, effective, fair and respectful manner.

RATIONALE

The provision of specialist activities and services for students, (e.g excursions / camps / incursions, etc.) by the school can, at times, incur direct costs to the school, and cause the school to suffer a financial loss. The school often needs to pay for activities in full, prior to the day an activity is scheduled. Non-attendance by students, and subsequent requests for refunds in this situation, often results in a shortfall in receipts relating to covering the cost of an activity.

AIM

To provide a fair and equitable refund system.

DEFINITION

Exceptional circumstances: non-medical circumstances that prevent a student from attending an activity. These include bereavements, national or international representation in sporting or cultural pursuits, and religious observance. Family holidays or appointments are not considered to be exceptional circumstances.

IMPLEMENTATION

Refund circumstances

Refunds will only be considered under the following circumstances:

- If a refund is required due to changing schools the date of cessation will be the date of receipt of an "Exit Form" or equivalent written advice
- If the refund is the result of sickness or accident, claims for reimbursements must be made in writing within 2 weeks after the event and supported by a medical certificate

Ararat Primary 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. Where possible, we will provide information about refunds to parents/carers at the time of payment. If a decision is made by the school Principal to provide a refund, then this money will be credited to that families account.

Detailed refund rules

1. Non refund items include:
 - Donations to voluntary contributions: such as First Aid or Library
 - Items essential to the Teaching and Learning of a student and as listed in Essential Student Learning Items of the Fee Schedule for that student, as per the Ararat Primary School Parent Payment Policy.
 - Deposits for camps where the school has outlaid expenses that it cannot recoup
 - Camp fee (less the deposit) if the student does not attend and does **not** provide a medical certificate
 - Camp fee (less the deposit) if a parent/carers does not provide the school with written notice that their child will not be attending at least four weeks prior to the camp
 - Monies paid for any activity which a student does not attend and for which a medical certificate has not been provided, or exceptional circumstances established

2. Camp fees:

- If a student is not going to attend camp and payments have been received, the school requires parent/carer's written permission to be submitted to the Principal a minimum of four weeks before the event for a refund to be considered. The camp fee excluding deposit may be refunded.
- Notice is to be given as soon as possible for withdrawal from camp for medical reasons. A medical certificate is to be provided to the school within two (2) weeks of the commencement date of the camp with a written request for a refund consideration, otherwise no refund is possible. Deposits will not be refunded.

Summary Payment Type	Refund Policy
Education – Essential Student Learning Items	No
Education – Optional items (as listed in fee schedule)	No
Donation	No
Excursion	Yes, if you notify the school in writing with a minimum of 2 weeks' notice prior to the closing date of the event. Yes, if you produce a medical certificate or exceptional circumstances are approved. No, in all other circumstances.
Incursion	Yes, if you notify the school in writing with a minimum of 2 weeks' notice prior to the closing date of the event. Yes, if you produce a medical certificate or exceptional circumstances are approved. No, in all other circumstances.
Camp	Deposit: No, if school has incurred non-refundable costs. Balance of payment: If you notify the school in writing with a minimum of 4 weeks' notice prior to the closing date of the camp, or if you produce a medical certificate or exceptional circumstances are approved the Principal will determine whether a refund is possible. No, after payment due date (except in medical or exceptional circumstances).
Lunch Order	No
School Hat	No

REVIEW PERIOD

This policy will be officially reviewed as part of the school's annual review cycle.

This policy was last ratified by School Council in

NOVEMBER 2020