

## REFUND POLICY

### PURPOSE

*Chelsea Primary School Parent requests for refunds are subject to the discretion of the school and made on a case-by-case basis. Refunds will be provided where the school deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred, the Department's Parent Payment Policy and Guidance, Financial Help for Families Policy, and any other relevant information*

### POLICY

#### 1. SCOPE

- 1.1 The school must ensure that the provision of services for students (i.e., excursions / camps / visiting groups / services), does not cause the school to run at a loss.

#### 2. Aim

- 2.1 To provide a fair and equitable refund system.

#### 3. Implementation

- 3.1 Withdrawal from a program will not automatically entitle a family to a refund.
- 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.
  - Deposits paid for school camps and Intensive swimming programs will be non-refundable unless cancelled by the school.
  - All claims for reimbursements must be made in writing within 14 days of the event.
  - Activities arranged as part of the curriculum will not incur a refund.
  - Exceptional circumstances to be referred to School Principal
  - Refunds are made by direct deposit only.

Please allow seven working days from receipt of request for processing of a claim.

This policy to be included on the school website.

### COMMUNICATION

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

- Included on our Website.

- **EVALUATION**

- This policy will be reviewed annually by School Council to confirm/enhance internal control procedures.
- Proposed amendments to this policy will be discussed with Administration Staff, Finance subcommittee, School Council

- **POLICY REVIEW AND APPROVAL**

Policy last reviewed	March 2023
Approved by	School Council
Next scheduled review date	March 2024