



# DONVALE PRIMARY SCHOOL

## REFUNDS POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact the Principal 03 9842 3373

### POLICY STATEMENT

Donvale Primary School encourages all students to participate in extra-curricular activities including camps, excursions and incursions. However, the school must insure that these activities do not run at a loss and as a result incur costs to the school.

There will be occasions when for whatever reason(s), a student needs to withdraw from a camp and/or excursion/incursion after they have made payment to the school for all or part of that activity.

This policy sets out the conditions under which a refund of the payment may be granted, and defines how refunds will be administered by Donvale Primary School.

### RATIONALE

To provide a fair and equitable refund system.

### IMPLEMENTATION

- 1. Full refund** – Where no cost is incurred by the school provided that, the school deems the student's withdrawal was unavoidable. For illness a Doctor certificate will be required.
- 2. Partial refund** – Where the school deems the student's withdrawal was unavoidable but has incurred expenses relating to the withdrawal. In such cases, the refund will be the amount paid by the student, less expenses incurred by the school as a result of the withdrawal.
- 3. No refund** – Where the school deems the withdrawal was avoidable and has incurred the full or partial costs of the camp or excursion/incursion.

**Deposits should be considered to be non-refundable.** Requests for deposit refunds will be considered on a case by case basis.

- Requests for refunds must be given in writing and approved by the Principal within 21 days of the excursion taking place or the commencement of the camp.
- Refunds will be directed to the family via a credit, which can be allocated to outstanding or future charges, or as a payment directly to a nominated bank account if requested.
- Where a camp or excursion has to be rescheduled because of Government warnings. Parents may request a refund of monies paid by them less any funds retained by the Booking Company for the rescheduled trip.
- The Principal will have the capacity to view special circumstances on an individual basis.
- Principal has final discretion with all requests for a refund.

## REFERENCES

- Internal Control for Victorian Schools
- School Finance Manual for Victorian Government Schools:  
Refunds to Parents 3.10.7

## EVALUATION

This policy is to be reviewed on an annual basis following the AGM and Election of new School Council members.

## REVIEW CYCLE AND EVALUATION

Date Implemented:	30th April 2024
Author:	Finance Sub-Committee
Approved By:	School Council
Responsible for Review:	Business Manager
Review Date:	1 year