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ROLLINS PRIMARY SCHOOL



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REFUND POLICY

Rationale:

The provision of specialist activities and services for students, (e.g. excursions/camps/incursions) 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. This policy is developed to provide guidelines and outline circumstances where payments made to the school can be refunded by parents/guardians.

Aims:

- To provide a fair and equitable refund system

Implementation:

1. Our 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. Generally we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.
2. Requests for refund are to be made in writing.
3. A medical certificate may be requested.
4. Where Rollins Primary School makes the decision to cancel a camp or excursion, the amount paid by the student shall be refunded in full.
5. Where a camp or excursion has to be rescheduled because of DET warnings eg. fire or dangerous weather etc. parents may request a refund of monies paid by them less any funds incurred by the school for the rescheduled event.

Evaluation:

School Administration Team feedback.

This policy will be formally minuted and reviewed by School Council annually.