



# Wallington Primary School

## PARENT REFUND POLICY

### **Rationale:**

- To ensure Wallington Primary School encourages all students to participate in user pay extracurricular activities including attendance at camps and excursions which is highly beneficial for students and provides opportunities for particular learning experiences that cannot be gained in the classroom.
- To provide a facility for the reimbursement of payments if a student needs to withdraw from an activity after they have made payment to the school for all or part of that activity.
- Wallington 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.

### **Aims:**

To provide a fair and equitable refund system. This policy is to provide guidelines to assist in determining eligibility for a full or part refund for user pay charges paid to the school for camps, excursions, swimming (travel & entry) and extra-curricular activities. The policy will also ensure that the provision of optional services (i.e. camps) for students do not incur direct costs to the school.

### **Implementation:**

- All refund requests must be made in writing within 14 days of the event or student exit from the school.
- A request for a refund does not automatically equate to a full refund of monies paid.
- If the family has any user pay outstanding charges to the school, any refund deemed appropriate will be offset against these outstanding charges.
- Payment of refunds will be made via direct deposit into a nominated bank account. No cash refunds will be given.
- The policy will ensure that the provision of user pay extracurricular activities do not incur direct costs to the school.
- The Principal will have the capacity to view special circumstances on an individual basis.

### **Optional Items**

- Students withdrawing from user pay camps, excursions and extra-curriculum activities will not automatically be entitled to a refund.
- Refunds will only be processed once all user pay extracurricular activities outstanding costs are met.
- A refund (less any non-refundable deposit) may be payable to the parent/guardian if the Principal deems the withdrawal from the activity is due to unavoidable circumstances i.e. illness. Proof may be required e.g. medical certificate.
- Where the school is charged for the provision of a user pay program or service as a bulk cost and not per head cost, no refund/credit is able to be given.
- Where there is a combination of a bulk charge and a 'per head' charge for an excursion, incursion or activity, only the 'per head' component may be refunded upon request.

### **Voluntary Financial Contributions**

Donations and voluntary financial contributions are non-refundable.

**This policy was ratified by School Council on 17 May 2023.**