



TEMPLETON
MELBOURNE, AUSTRALIA

Refunds Policy

Purpose

Templeton Primary School is committed to ensuring provision of services for students do not incur direct costs to the school, nor cause the school to run at a loss whilst providing a fair and equitable refund system.

Scope

This policy applies to all parents and carers of students enrolled at Templeton Primary School.

Policy

There are 2 elements that determine the possibility of a refund being approved. The type of payment made to the school may be:

1. A voluntary contribution or donation, or
2. A payment for an activity

If a voluntary contribution or donation, refunds will not be made due to their 'voluntary' nature.

If payment for an activity, the way the school is charged for an activity will affect the availability of a refund.

- If payment has been made for a student to attend an excursion, incursion or camp and they do not attend, parents and carers are able to apply for a refund of payments made.
- 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.
- Where a "per head" fee is charged refunds can be given, except if the event is governed by the number of instructors required e.g., swimming.
- Where there is a combination of a bulk charge and a "per head" charge in an excursion e.g., visit to a zoo. Bus charge is bulk cost. Entry fee is per head cost. Only the "per head" component can be refunded.
- Where your child has been unable to attend an activity due to illness, a medical certificate should accompany your refund request.

- Deposits paid for school camps will be non-refundable unless cancelled by the school or at the discretion of the Principal.
- Students withdrawing from a camp, excursion or incursion will not automatically be entitled to a refund. Refunds will be at the discretion of the Principal.
- A request for a refund must be made on the 'Refund Request Form' within 14 days of the event. These forms are available from the Office.
- Refund requests can be handed in at the office or emailed to templeton.ps@education.vic.gov.au

Evaluation

This policy will be reviewed in accordance with the school's three-year review cycle.

Last ratified by School Council in September 2022