



# Refunds

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## 1.0 Rationale

Cheltenham East Primary School (CEPS) requests payments from parents for student materials and service charges (Parent Payments) on an annual basis (Refer CEPS Parent Payments Policy).

CEPS encourages all students to participate in camps, incursions, excursions and the annual swimming program. Parents are responsible for payment for these activities. The school must ensure that these activities do not run at a loss and as a result, incur costs to the school.

There will be occasions when students leave the school mid-way through the year after having paid the full amount of Parent Payments.

There will be occasions when a student needs to withdraw from a camp, incursion, excursion or the swimming program after they have made payment to the school for all or part of that activity.

## 2.0 Goals

To provide a fair and equitable refund system.

## 3.0 Implementation

- Where a student leaves the school during the year and the full amount of Parent Payments has already been paid, a pro-rata refund for the terms the student is yet to attend will be provided, if requested.
- Where no cost is incurred by the school, a full refund of any camp, incursion or excursion payment will be payable provided that the school deems the student's withdrawal was unavoidable, eg. illness.
- A partial refund only of any camp or excursion payment shall be payable to the student withdrawing when 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.
- No refund of camp or excursion payment will be payable to the student withdrawing when the school deems the withdrawal was avoidable and has incurred the full costs of the camp or excursion.
- As the swimming program fee is calculated in advance based on the number of students participating, the number of instructors required and the number of buses needed to transport the students, a refund will only be made for students who do not participate at all in the program, provided that the school deems the student's withdrawal was unavoidable. Partial refunds for missed classes are not available as once the program has begun, the school is invoiced for all participants for the full program.
- Refunds will only be given when requested in writing within 21 days of the student leaving CEPS, the excursion, incursion or swimming program taking place or the commencement of the camp, using the form attached in Appendix 1.



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- Where the camp, incursion or excursion has to be cancelled by the school due to unforeseen circumstances, a full refund will be provided.
- In the case of a refund being requested and approved, a credit against outstanding or future charges will be offered in the first instance. Should there be no outstanding or future charges, a refund will be provided via direct deposit to the family/guardian. No cash refunds will be made under any circumstances.
- The Principal has the capacity to view special circumstances on an individual basis.

## 4.0 Resources

- CEPS Parent Payments Policy
- Internal Controls for Victorian Government Schools available online at: <http://www.education.vic.gov.au/school/principals/finance/Pages/guidelines.aspx>

## 5.0 Evaluation

This policy will be reviewed as part of the School's five year policy cycle.

## 6.0 End of Document



# Refunds

Appendix 1

## CHELTENHAM EAST PRIMARY SCHOOL REFUND REQUEST

**Student's Name:** \_\_\_\_\_

**Camp/Excursion:** \_\_\_\_\_

**Amount Paid:** \$ \_\_\_\_\_

**Reason for Refund:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Parent's/Guardian's Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

As per Cheltenham East PS Refunds Policy, a credit against outstanding or future charges will be made in the first instance. Should there be no outstanding or future charges, a refund will be provided. No cash refunds will be made under any circumstances. Claims will be paid directly into your bank account. Please complete your bank account details below.

BSB Number 

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 Account Number 

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Bank Name 

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 Branch Name 

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Account Name 

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**Office Use Only**

Approved:  Yes  No

Medical certificate attached:  Yes  No

Refund Amount: \$ \_\_\_\_\_

Authorised by: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Refund processed: \_\_\_\_\_ Date: \_\_\_\_\_