



Refunds

1.0 Rationale

Cheltenham East Primary School 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 Scope

This policy applies to all financial transactions carried out between parents and Cheltenham East Primary School for the payment of Parent Payments, optional extras, camps, excursions and the swimming program.

3.0 Purpose

To provide a fair and equitable refund system.

4.0 Policy

- 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.



Refunds

- 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 Cheltenham East Primary School, the excursion, incursion or swimming program taking place or the commencement of the camp, using the form attached in Appendix 1.
- 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 and for all refunds under \$20 (unless the family are exiting the school permanently). 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.

5.0 Resources

- Parent Payment Policy
- [Internal Controls for Victorian Government Schools](#)

6.0 Review Cycle

This policy was last approved by School Council on 19 February 2020 and is scheduled for review annually.

7.0 End of Document



Appendix 1

Request for Refund

Parent/Guardian Name/s: _____

Family Key: _____

Student Name: _____

Amount paid: \$ _____

Reason for refund: _____

Parent/Guardian Signature: _____

As per Cheltenham East PS Refunds Policy, a credit against outstanding charges or future charges will be made in the first instance, and for all refunds under \$20 (unless the family are exiting the school permanently). Should there be no outstanding or future charges, a refund will be provided.

Credit against existing charges Yes Amount \$ _____

Credit against future charges Yes Amount \$ _____

Refund Yes Amount \$ _____

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 - Account Number

Bank Name Branch Name

Account Name

Office Use Only

Approved: Yes No

Medical certificate attached: Yes No

Refund amount \$ _____

Business Manager
Signature: _____ Date: _____

Principal Signature: _____ Date: _____

Date processed: _____ Batch Number: _____