



# Refunds

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## 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

- 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.
- 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.



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- 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.
- 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 essential learning items the student has not yet been provided with up to the date of exit will be provided, if requested.
- 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 24 February 2021 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

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**Office Use Only**

Approved:     Yes     No

**Medical certificate attached:**     Yes     No

Refund amount    \$ \_\_\_\_\_

Business Manager  
Signature: \_\_\_\_\_    Date: \_\_\_\_\_

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

Date processed: \_\_\_\_\_    Batch Number: \_\_\_\_\_