



Refunds

1.0 Rationale

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 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 extra-curricular activities such as camps, incursions, 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 because of the withdrawal.
- 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

- Refunds will only be given when requested in writing within 21 days of 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 must be cancelled by the school due to unforeseen circumstances, a full refund will be provided.
- Where a family have chosen to make a curriculum contribution and/or other contribution and subsequently leaves the school during the year, no refund will be available. The DET Parent Payments Policy states that curriculum contributions and other contributions are a voluntary financial contribution and refunds on voluntary contributions are not offered.
- 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

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

6.0 Policy Review and Approval


Policy last reviewed	22 nd February 2023
Approved by	School Council
Next scheduled review date	February 2024

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: _____