



Refunds Policy

PURPOSE

Cheltenham East Primary School 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.

The purpose of this policy is to provide a fair and equitable refund system.

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.

POLICY

- Our school will consider requests for partial or full refunds of payments made by parents on a case-by-case basis considering 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 and the school was advised of the withdrawal within the time stipulated by the swim centre. 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 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 DE 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.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Included in staff induction processes and staff training
- Available publicly on our school website
- Hard copy available from school administration upon request

FURTHER INFORMATION AND RESOURCES

This policy should be read in conjunction with the following Department polices and guidelines:

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

The following school policies are also relevant to this Camps and Excursions Policy:

- [Camps and Excursions Policy](#)

POLICY REVIEW AND APPROVAL

Policy last reviewed	18 February 2026
Approved by	School Council
Next scheduled review date	February 2027