

EASTBOURNE PRIMARY SCHOOL Refund Policy

RATIONALE:

To provide a fair and equitable refund system.

AIMS:

This policy sets out the conditions under which the refund of the school fees may be granted, and defines how refunds will be administered by Eastbourne Primary School.

The school must ensure that the provision of services, excursions, camps, and visiting groups, do not incur costs directly on the school, or do not run at a loss.

IMPLEMENTATION:

- Requests for refunds must be given in writing and approved by the Principal.
- Refunds will only be paid by direct credit payment processed through CASES21, following approval by the Principal in the case of illness and a medical certificate must be produced.
- Where there is a combination of a bulk charge and a per head charge in an excursion:
For example a visit to a zoo, the bus charge is a bulk charge, and the entry fee is a per head charge. **Only** the per head charge is able to be refunded, if to refund the whole charge is to incur a loss to the school.
- Where the school is charged for the provision of a service as a bulk charge and not a per head charge, the Principal will use their discretion to approve a refund that has been requested in writing with an explanation, and approving the refund does not cause the school to incur a cost for the provision of said service/ excursion.
- Refund requests for under \$5.00 will not be considered.
- Principal has final discretion with all requests for a refund.

EVALUATION:

This Policy will be reviewed as part of Eastbourne Primary School's ANNUAL review Cycle.

REFERENCES:

- Internal Control for Victorian Schools
- School Finance Manual for Victorian Government Schools: Refunds to Parents 3.10.7

REVIEW CYCLE

This policy was last updated February 2024 and is scheduled for review in February 2025.