

# SUNBURY WEST PRIMARY SCHOOL



## Refund Policy

### Philosophy

Sunbury West Primary School believes that the Camps and Excursion program is highly beneficial for students and provides opportunities for particular learning experiences that cannot be gained in the classroom. Sunbury West Primary School encourages all students to participate in camps and excursions. There will be occasions when a student needs to withdraw from a camp or excursion after they have made payment.

The school must ensure that the provision of services for students (i.e. excursions / camps / visiting groups / services) do not incur direct costs to the school.

Sunbury West Primary 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, the school will be unable 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 and the payment has already been made or committed to a third party and no refund is available to the school. Where possible, this will be made clear to parents/guardians at the time of payment.

### Aim

To provide a fair and equitable refund system.

### Guidelines

Students withdrawing from camps and excursions will not be automatically entitled to a refund.

1. Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund will be available until all outstanding costs are met.
2. Where a "per head" fee is charged refunds can be given **except** if the event is governed by the number of instructors required – e.g. swimming
3. Where there is a combination of a bulk charge and a "per head" charge in an excursion (e.g. visit to a zoo where the bus charge is bulk cost and the entry fee is a per head cost, only the "per head" component can be refunded.
4. Deposits paid for school camps will be non-refundable unless either cancelled by the school or at the Principal's discretion.
5. The 'Camps and Excursion Refund Request' form must be completed for all reimbursements within 14 days of the event. Forms available from the office.
6. Refunds will be processed once all outstanding costs are met.

### Evaluation

Procedures will be reviewed annually to confirm/enhance internal control

### Review cycle

This policy was last updated on February 2021 and is scheduled for review in February 2022.

**REQUEST FOR CREDIT / REFUND  
FOR NON-ATTENDANCE AT AN EXCURSION/INCURSION**

<b>Date</b>	
<b>Child's Name</b>	
<b>Grade</b>	
<b>Event</b>	
<b>Cost Of Event</b>	
<b>Reason For Credit/Refund</b>	
<b>Credit To (School Account Or Bank Account)</b>	
<b>BSB Number</b>	
<b>Account Number</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Total Amount</b>	
<b>Signed</b>	

<b>Office use only</b>	
<i>Approved</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Refund Amount</i>	
<i>Authorised By</i>	
<i>Signed</i>	
<i>Date</i>	