

## Refund Policy

2018

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### Rationale

This policy is designed to ensure that the provision of services for students, (i.e. excursions/camps/visiting groups/services) do not incur direct costs to the school, nor cause the school to run at a loss.

### 1. Aim

Moorabbin Primary School aims to provide a fair and equitable refund system.

### 2. Implementation

- Where Moorabbin Primary School is charged for the provision of a program or service as a bulk cost and not a “per head” cost, no refund is able to be given.
- Where a “per head” fee is charged refunds may be given, subject to any program or service cancellation policy and upon receipt of a medical certificate
- In some circumstances, a partial refund may be possible: where there is a combination of a bulk charge and a “per head” charge in an excursion. For example: An excursion to the zoo – Bus charge is a bulk cost and the entry fee is a “per head” cost, only the “per head” component may be able to be refunded.
- Swimming refund will only be given
  - If a child has missed more than 5 consecutive days due to illness, a medical certificate must accompany this request. The refund given will be the “per head” charge
  - When requested in writing at least 21 days before the event.
- Camp refunds will only be refunded under the following conditions:
  - When requested in writing within 21 days of the event.
  - If a child has missed more than 5 consecutive days due to illness, a medical certificate must accompany this request. The refund given will be the “per head” charge
- The Principal will have the capacity to view special circumstances on an individual basis.
- Refund will not be given if the refund will cause a financial loss to the school.

### 3. Evaluation

This policy will be reviewed annually, according to the policy review structure implemented by the Education Committee.