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PEMBROKE PRIMARY SCHOOL

Refund Policy

2017

AIM

To provide a fair and equitable refund system.

Date ratified by School Council: 25th July 2017
Review Date: March 2018

RATIONALE

The School Council has the responsibility for monitoring school funds and ensuring that a fair and reasonable process for managing refunds is developed and implemented.

Refunds are to be kept to a minimum so that programs do not run at a loss.

IMPLEMENTATION

- Refunds under \$15.00 to be at the discretion of the Principal, or Business Manager and will be credited towards future payments.
- Refunds will be approved by the Principal, or Business Manager.
- Requests for refunds must be in writing no more than 7 days after the event.
- A full refund will only be paid when accompanied with a medical certificate or at the discretion of the Principal, or Business Manager.
- 50% of the fee will be refunded if no medical certificate is provided.
- Deposits are non-refundable.
- When an event is cancelled by the school or organisation all paid monies will be credited towards a forthcoming excursion/incursion, unless a specific written request is made by the parent within seven days.
- Bank statements must be checked to ensure that funds have been credited to the school account before any refunds for any EFTPOS transaction are made.
- Where the school is charged for the provision of a program or service as a bulk cost and not a “per head” cost, no refund can be given.
- Where a “per head” fee is charged, refunds can be given.
- Where there is a combination of a bulk charge and a “per head” charge in an excursion e.g. visit 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.
- The Principal will have the capacity to view special circumstances on an individual basis.
- Refunds will not be given if the refund will cause a financial loss to the school.
- CSEF amounts that have been allocated to these events will not be refunded, but held in credit to be placed against other camps, sports and excursions or forwarded to another school if a child is leaving.