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PEMBROKE PRIMARY SCHOOL

Refund Policy

2024



Help for non-English speakers If you need help to understand the information in this policy please contact 9725 6689.

Hi theihternak zultphung kong hi na fian lomi a um ahcun Pembroke Primary Sianginn (9725 6689) chonh khawh a si.

PURPOSE

To provide a fair and equitable refund system.

POLICY

Schools have the discretion to provide refunds to families and should do so where it is reasonable and fair (for example, if the school has not incurred a cost).

If the school has incurred costs, the school should act reasonably and take into consideration the Financial Help for Families policy and relevant arrangements, including support for families experiencing hardship. For example, schools should refund families for unavoidable event cancellations if a family experiences a crisis or sudden serious illness and the student can no longer attend the event.

If the school decides to provide a refund, then parents need to agree and advise the school where the refund should be paid. If that agreement cannot be reached, the refund is usually paid into the account from which the money came. Where the payment was made in cash, the school should wait until the parents reach an agreement and advise the school.

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.

- The Principal will have the discretion to view special circumstances on an individual basis.
- Refunds will be approved by both the Principal and Business Manager.
- Requests for refunds must be in writing no more than seven days after the event.
- Deposits are generally 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.
- 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 will be provided.
- 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.
- 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. They will be held in credit to be placed against other camps, sports and excursions.

For Curriculum Contributions, refunds will not be issued as all items will remain with the student. For Other and Extra Curricular Contributions, 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 for a refund. Where CSEF has been used, such amounts will not be refunded, but held in credit to be placed against other camps, sports and excursions. or forwarded to another school if a student is leaving.

REVIEW AND APPROVAL

Policy last reviewed	26 October 2023
Consultation	School Council Meeting
Approved by	Principal
Next scheduled review date	November 2024