

Pembroke Primary School
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PEMBROKE PRIMARY SCHOOL

Refund Policy

2022



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.

Date ratified by School Council: 15th March 2022

Review Date: March 2023

POLICY

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.

- Refunds under \$15.00 to be at the discretion of the Principal and Business Manager and will be credited towards future payments.
- Refunds will be approved by the Principal and 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 and 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 will 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 discretion 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. They will be held in credit to be placed against other camps, sports and excursions.