
THE PATCH PRIMARY SCHOOL

REFUNDS**Rationale:**

- Schools are authorised to charge fees for a variety of activities, programs and services. Parents who make such payments may at times seek a refund. Requests for refunds will be considered and managed in a manner consistent with this policy.

Aims:

- To provide and communicate easily understood procedures for parents to follow when considering or requesting refunds for previously paid fees and charges.

Implementation:

- Our school will charge fees for activities, programs and services where appropriate to do so.
- It is incumbent upon the school to manage such events in a manner that is cost neutral, that is, the school does not make a profit or a loss.
- It is common for camps and excursion providers etc to charge schools non-refundable deposits and part payments etc when organising events.
- Camps and providers also often charge schools a per head amount according to the exact numbers who are planned to attend. A reduction of one student can have a high impact on the per head cost to other remaining students.
- Similarly, schools regularly pay for perishables such as food, items such as pre-paid tickets, or engage non-refundable services such as swimming lessons, on behalf of parents who have indicated that their children will be attending.
- As the school budget cannot meet any shortfalls in funding due to the subsequent non-participation of a student who had previously indicated attendance in the activity, fees already paid may be refunded in full or in part or not at all. Each case needs to be considered individually.
- If a student leaves the school during the year a refund may be available. Such refunds will be calculated on the basis of the pro rata per term amount of the prepaid Essential Education Items and other levies.
- If a parent/carer wishes to apply for a refund they are required to do so in writing requesting a refund and attaching a medical certificate if appropriate. Where possible, the request should include the receipt relating to the payment for which a refund is being sought.
- All applications and refund amounts will be determined by the Principal. The Principal or the Business Manager will provide a written response, including an explanation of the outcome including calculations where appropriate.
- Appeals may be made to the school council via the school principal.

Evaluation:

- This policy was originally formed, and will be reviewed in consultation with all members of the wider community (all staff, parents, students, and interested members of the community) as part of the school's five - year review cycle.

Principal**School Council President**