

**Learn. Grow. Become.**



# **Refund Policy**



## Rationale

This policy is developed to provide guidelines and outline circumstances where payments made to the school can be refunded to parents/guardians.

## Purpose

To ensure camps and excursions are organised at no cost to the school and if avoidable parents do not incur a loss. Generally the school will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. i.e. camp cost when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Refunds are all subject to the discretion of the Principal on a case by case basis, and usually follow the guidelines below.

### Essential Student Learning Items

- Fully refundable if paid in the preceding year and student does not commence school.
- Pro-rata – based on the exit date per term.
- Nil refund after commencement of Term 4.
- Refunds are not available for payments made for Essential Student Learning Items that are retained by the student. This includes student stationery.

### Camps, Sport and Excursions

**Students withdrawing from an activity will not automatically be entitled to a refund.**

- 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 given.
- Where a 'per head' fee is charged, refunds may be given.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion (e.g. a visit to the zoo where the bus charge is bulk cost and the entry fee is a 'per head' cost) only the 'per head' component can be refunded.
- Refunds may be considered under special circumstances and at the principal's discretion.
- Deposits paid for school camps and swimming will be non-refundable unless either cancelled by the school or at the Principal's discretion.
- The 'Request for Refund' form must be completed for all reimbursements within 14 days of the event. Form is available from the office.
- Refunds will be processed once all outstanding costs are met. Specific Procedures If a refund is approved, a family credit note will be issued against the activity. The value of the credit may be applied to an outstanding invoice of the parent's choice. If there are no outstanding invoices Refunds will be made by one of the following methods:
- Parent/Guardian will be requested to provide their bank account details and the amount will be reimbursed through direct credit.
- May be Refunded by Compass refunds if the original payment was paid through Compass Brighton Primary School is not permitted to reimburse cash to the student or parent. Appendix A – Request for Refund Form

### Specific Procedures

If a refund is approved, a family credit note will be issued against the activity. The value of the credit may be applied to an outstanding invoice of the parent's choice. If there are no outstanding invoices Refunds will be made by one of the following methods:

- Parent/Guardian will be requested to provide their bank account details and the amount will be reimbursed through direct credit.
- May be Refunded by Compass refunds if the original payment was paid through Compass. Brighton Primary School is not permitted to reimburse cash to the student or parent. Appendix A – Request for Refund Form

## REQUEST FOR REFUND

I, \_\_\_\_\_ parent/carer of \_\_\_\_\_

In Year \_\_\_\_\_ request a refund of \$ \_\_\_\_\_

(Please attach a Medical Certificate if applicable)

**Reason for refund:**

- ☐ Parent Payments  
☐ Uniform Shop Refund  
☐ Other - Please specify reason for refund:

---

---

**I understand and agree that:**

- a) A refund may not be made to me or be made in full or in part, having regard to the associated expenses already incurred by the school, and the school's refund guidelines provided to me.
- b) The school receipt for the original payment is attached I not attached. (Please circle)
- c) My details will be kept confidential and will not be used for any other purpose.
- d) My refund may be made by direct deposit into my bank account.
- e) My refund may be made through Compass Refunds if original payment was made through Compass

BSB: \_\_\_\_\_

Account name: \_\_\_\_\_

Account Number: \_\_\_\_\_

Signature of Parent/Carer \_\_\_\_\_ Date \_\_\_\_\_

---

(School Use Only)

Authorised by:

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

APPROVED Refund Amount: \$ \_\_\_\_\_

Original Receipt Number: \_\_\_\_\_

Signature of Principal: \_\_\_\_\_ Date: \_\_\_\_\_



### Contact Details

59 Wilson Street, Brighton, VIC 3186  
Telephone +61 3 9592 0177  
[brighton.ps@education.vic.gov.au](mailto:brighton.ps@education.vic.gov.au)  
[www.education.vic.gov.au](http://www.education.vic.gov.au)

### Review Cycle

<b>This policy was last ratified by School Council</b>	May, 2021
<b>To be reviewed</b>	2024

