



Wantirna South Primary School

Refund Policy

Rationale

Wantirna South Primary School understands there will be occasions when families withdraw students from attending optional camps, excursions and activities after they have made payment.

Aims

Based on this rationale the aim of this policy is:

- To ensure procedures are in place to accurately process refund requests to families.

Implementation

- The school will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances.
- Generally, we 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. For example, camp costs 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.
- Where possible, we will make this clear to parents at the time of payment
- Refunds will only be given at the discretion of the Principal and refunds will be processed once all outstanding costs are met.
- The Principal has 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.

Evaluation

This Policy will be reviewed as part of a yearly cycle or as directed by School Council.

This Policy was ratified by School Council in October 24th 2018.