



Southern Cross Primary School

Refund Policy

CONSULTATION

February 2025

REVIEW

February 2028

Purpose

To ensure that a school has policies and procedures to consider requests for partial or full refunds of payments made by parents.

Policy / Procedures / Protocols

Our 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 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. ie, 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.

Southern Cross Primary School believes:

- That all students should have access to a range of extra-curricular programs which extend and enhance their personal growth and learning
- That, in some circumstances, students may reasonably need to withdraw from an excursion or camp
- Students may wish to leave the school for personal reasons after having paid contributions

Southern Cross Primary School aims to:

- Provide a camps and excursions program which is funded through school and parent contributions
- Provide an extensive and affordable range of activities
- Minimise the financial impact on school and family budgets

Implementation:

- Students withdrawing from camps and excursions or leaving the school are not automatically entitled to a refund
- Where NO COST is incurred by the school, a **full refund** will be payable to the parent of the student when
 - The student's place is filled by another student
 - The Principal deems the student's withdrawal was unavoidable eg. Illness. Proof of reason for withdrawal may be requested in such circumstances
 - The camp or excursion is cancelled
- Where SOME COST has been incurred by the school, a **partial refund** will be payable to the parent of the student withdrawing when
 - The Principal deems the student's withdrawal was *unavoidable*. In such cases the refund will be the full amount paid by the parent of the student, less expenses incurred by the school as a result of the withdrawal
 - The Principal deems the student's withdrawal to be *avoidable*. In such cases, the refund will be the amount paid by the parent of the student, less an organisational charge of up to 20% plus any expenses incurred by the school as a result of the withdrawal.
- Where FULL COST has been incurred by the school no refund will be payable to the parent of the student withdrawing when the Principal deems the withdrawal was avoidable.
- When the refund request is for a camp that a student did not attend, the request will be submitted to the insurance company to process along with sufficient evidence and medical certificates provided.

Mode of Refund:

Refunds must be requested in writing to the school and if approved:

- Paid into bank account supplied by parent/carer that paid the initial account
- Refunded by Compass Refunds if event was paid for via Compass

No refunds are to be made from Eftpos machine unless for a payment made in error at the school office, ie: incorrect amount entered or amount previously paid.

- A refund from the Eftpos machine must be made to the same credit card number or account the payment originally came from.
- All refunds from the school Eftpos machine must be approved by the Business Manager and the Principal.