

Rationale

To ensure there is a fair and equitable refund system in place at Hazel Glen College following payment for camps, excursions, incursions, essential student learning items and extra-curricular activities which have not been fully accessed. To be read in conjunction with the College Fee Structure and Payments Policy and Electronic Funds Management Policy.

Aims

This policy is developed to provide guidelines and outline circumstances in determining eligibility for a full or partial refunds for charges paid to the College for essential student learning items, materials, camps, excursions and extra-curricular activities and to ensure that the provision of optional services do not incur direct costs to the College.

Implementation

1.

- a) Parent/Guardian to complete a Refund Request Form and return to the College Administration Office.
- b) A request for a refund does not automatically equate to a full refund of monies paid.
- c) The policy will ensure that the provision of optional services (i.e. camps, instrumental music) do not incur direct costs to the College Essential Student Learning Items.
- d) Where payment has been received for the Essential Student Learning items and the student is exiting the College, a pro-rata refund dependent on the number of terms the student has been enrolled at the College may be applicable.
- e) Students changing subjects may be eligible for a refund for Essential Student Learning item fees if changing between subjects.
- f) No refund is available for material kits/material charges where the costs have been incurred for the project or the student has taken ownership of the materials/project, i.e. woodwork, food tech.
- g) Students withdrawing from camps, excursions and extra-curricular activities will not automatically be entitled to a refund to ensure the College is not financially liable.
- h) Where refunds may not be applicable, parents are advised to consider taking out appropriate insurance to cover potential financial losses due to withdrawal from camps / excursions.
- i) A refund (less any non-refundable deposit and or payments) may be payable to the parent/guardian if a Principal class member or Business Manager deems that the withdrawal from the activity is due to unavoidable circumstances i.e. illness. Proof is required e.g. medical certificate or statutory declaration.
- j) Additional documentation provided by the family must be attached to the Refund Request Form i.e. medical certificate or statutory declaration.
- k) Family Statement to be attached to Refund Request Form to demonstrate payment.
- l) Where the College is charged a 'group fee' as opposed to a 'per head fee', a refund cannot be calculated until all costs associated with the camp, excursion or incursion have been met.
- m) Parent refund Policy is to be communicated to parents via the College website.

- n) The Business Manager or Assistant Business Manager is to determine what individual costs have been incurred by the College.
- o) Principal class member or Business Manager to approve refunds.
- p) Parent or guardians will be notified if no refund is to be provided.
- q) Refund payment is made as per CASES 21 Finance Business Process Guide.

Related Policies / Documents

College Fee Structure and Payments Policy

Electronic Funds Management Policy.

Evaluation

This policy was created in Term 3 of 2017

This policy will be reviewed as part of the College's annual review cycle