

# REFUND POLICY



## Purpose:

To outline the process applying to the refund of any payment received by Cambridge Primary School.

## Aim:

- To ensure that the process of applying for a refund is
  - straightforward
  - understood before any payments are made
- To ensure that the payment of the refund doesn't disadvantage the school in any way.

## Definitions:

- The payment to a parent of monies received by the school for an activity or an event which did not occur less any charges incurred by Cambridge Primary School or any outstanding materials charges.
- Materials charge refers to the costs listed as materials charge in the annual book list.

## Implementation:

- Implementation and approval is the responsibility of the business manager or their delegate
- Refunds of any payment paid in advance may be made where:
  - A student ceases attendance at Cambridge Primary School;
  - A student does not participate in any specific event or program for which a specific charge is payable; or
  - In such other cases as fair and equitable treatment warrants. Such decision to be at the sole discretion of the principal.
- Where a student ceases enrolment at Cambridge Primary School, the following principles shall apply:
  - The date of cessation will be the date of receipt of an "exit form" or equivalent advice;
  - Refunds will not be made for any part of any term or semester in which the student has attended Cambridge Primary School, no matter the duration of attendance in that term or semester. (For example, a student departing in Term 1 having paid the whole year's fees in advance, will be refunded for Terms 2, 3 and 4.);
  - Where fees for the year have been paid in full, the rate of refund will be 100% of incursion/excursion programs not yet attended – excluding non-refundable deposits.
  - Where only part fees have been paid, the amount paid will be applied sequentially to each term until exhausted, with refunds following the same pattern. Where some compulsory fees have been paid and others not, the amount of refund is to be reduced by the amount of compulsory fees remaining unpaid as applicable to the period of attendance at Cambridge Primary School calculated on a whole of term/semester basis as indicated above;

- There shall be no reduction in the amount of refund in respect of any unpaid voluntary fees;
- Where a refund is requested in respect of a specific activity, whether a one off event or a continuing program, a full refund will be made where all compulsory fees have been paid, and:
  - The activity has been cancelled by Cambridge Primary School; or
  - Cambridge Primary School will not incur any loss due to it not having yet committed to any cost in respect of the activity, being able to obtain a full refund of any money outlaid, or being able to find a replacement attendee to the activity to meet the attendance cost (eg an entrance fee).
- Where Cambridge Primary School has incurred unrecoverable expenses, a pro rata share of these expenses may be deducted from any refund payable due to a student withdrawing, or being withdrawn, from the activity (e.g. a pro rata contribution to the cost of a bus to the activity may be retained, with the entry fee being refunded).
- Refunds will only be processed upon the Parent/Guardian completing a Request For Parent Refund Form
- The Request for Parent Refund Form will provide payment by direct deposit into the parent/guardian’s bank account, credit on account or allocation to outstanding charges.
- This policy will be made available to parents on Cambridge Primary School’s website and at the main office.
- The following sentence will be used on all requests for payment from the School e.g. fees, camps, excursions, “this notice is issued in accordance with the Cambridge Primary School’s Refund Policy, a copy of this policy may be obtained from the main office or from Cambridge Primary School’s website [www.cambridgeps.vic.edu.au](http://www.cambridgeps.vic.edu.au).

**Accompanying Documents:**

- Request For Parent Refund Form

**Evaluation & Review:**

This Policy shall be presented to School Council for Ratification each year

<u>Ratification Date</u>	<u>Review Date</u>	<u>Policy No</u>	<u>Version</u>	<u>Date Produced</u>
2020	2021	104	6	April 2015

# Request for Parent Refund



Student Name: \_\_\_\_\_ Class: \_\_\_\_\_

Amount: \_\_\_\_\_ Receipt No: \_\_\_\_\_

Reason for refund: \_\_\_\_\_

\_\_\_\_\_

Parent/Guardian to reimburse: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

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

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

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

<b>Office use only</b>	
Attachments: Family Statement <input type="checkbox"/>	Receipt or Receipt Report <input type="checkbox"/>
Family Code: _____	Fee Code: _____
Invoice Amount: _____	Sub Program: _____
Invoice Date: _____	GL Code: _____
Invoice Batch No: _____	GST Code: _____
Credit Note/Refund Amount: \$ _____	
Credit to be applied to outstanding fees: <input type="checkbox"/>	Credit to be refunded: <input type="checkbox"/>
List of fees for credit: _____	
Prepared by: _____ (signature)	
Program Leader: _____ (signature)	

<b>Business Manager:</b>
Details verified: <input type="checkbox"/>
GST Code for Credit Note: _____
Credit raised (DF31021 or DF31010) (if required): <input type="checkbox"/> Batch No: _____
Credit allocated to outstanding fees or invoices: <input type="checkbox"/>
Payment processed (DF31071): <input type="checkbox"/> Batch No: _____
Payment Allocated to Credit/Unallocated Receipt: <input type="checkbox"/>
Signature: _____