

Refund Policy

Rationale:

Parents can pay for events, incursion etc. however for a variety of reasons, the student does not attend. Students exit the school during the year. The school must ensure that the provision of services for students, (i.e. excursions/camps/visiting groups/services) do not incur direct costs to the school, nor cause the school to run at a loss.

Aims:

To set out when a refund is justified and when it is not and additionally to identify the method of refunding the parents depending on the amount to be refunded, therefore providing a fair and equitable refund system.

Implementation:

School fees:

- Refunds will only be considered when requested in writing, by emailing accounts@macrob.vic.edu.au
- If a student exits, the refund amount will be pro rata to the end of the term, i.e. if a student leaves during term 2 they will receive half of the student fees as a refund, term 3 one quarter.
- Refunds will only be on the curriculum fees, essential items that have been distributed will not be refunded, i.e. school diary, locker etc.
- A request for a refund on voluntary fees that have been paid can only be considered if the original receipt is presented.
- Year 12 students will not be refunded after the end of Term 2.

Events:

- Refunds will only be considered when requested in writing within 21 days of the event, by emailing accounts@macrob.vic.edu.au
- 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 is able to be given.
- Where a "per head" fee is charged on the day refunds are able to be considered.
- Where there is a combination of a bulk charge and a "per head" charge in an excursion e.g.: visit to the zoo – Bus charge is a bulk cost and the entry fee is a "per head" cost, only the "per head" component may be able to be refunded if it was paid to the zoo on the day.
- The Principal will have 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.

Camps/Exchanges:

- These are a non-refundable expense

Amount and Payment Method

- Refunds of under \$20.00 will remain as credit in the student's accounts and could be credited to the students printing account or against an upcoming event.
- Refunds of over \$20.00 can be left as credit in the students account, or they can be refunded by direct deposit.

Evaluation:

- Procedures will be reviewed annually to confirm/enhance internal control

This policy was last ratified by School Council: February 2016

School Council President Signature:

Date: