

REFUND POLICY



Help for non-English speakers

If you need help to understand the information in this policy please contact Mill Park Heights Primary School

Tel: (03) 9436 8866

Email: mill.park.heights.ps@education.vic.gov.au

PURPOSE

If there is a change in circumstances after a deposit or payment has been paid to secure a place for a camp, excursion or activity there is no guarantee of a refund.

POLICY

If a student is unable to attend an excursion/camp, or other school activity for which parent payment is required, and requests a refund, the following steps must be taken:

1. A letter from the parent requesting a refund, together with a medical certificate (if applicable), is to be addressed to the Business Manager.
2. The Business Manager will consult with the teacher in charge of the activity to determine if it is appropriate to refund part or all of the monies paid.
3. If monies have been paid to a third party provider, a refund will not be possible.

If a student exits the School and requests a refund the following steps must be taken:

1. A letter from the parent requesting a refund should be addressed to the Business Manager.
2. If it is determined by the School Principal that a refund is to be paid, payment will be made promptly.

REVIEW CYCLE

The policy will be reviewed annually by School Council.

POLICY REVIEW AND APPROVAL

Policy last reviewed	13/02/2023
Consultation & Review	12/02/2024
Approved by School Council	12/02/2024
Next scheduled review date	10/02/2025