

# 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.

## 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;
  - Where fees events 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 events 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
    - 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

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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

<b><u>Ratification Date</u></b>	<b><u>Review Date</u></b>	<b><u>Policy No</u></b>	<b><u>Version</u></b>	<b><u>Date Produced</u></b>
2022	2023	104	8	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: \_\_\_\_\_

## **Office use only**

Attachments: Family Statement  Receipt or Receipt Report

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:  Credit to be refunded:

List of fees for credit: \_\_\_\_\_

Prepared by: \_\_\_\_\_ (signature)

Program Leader: \_\_\_\_\_ (signature)

## **Business Manager:**

Details verified:

GST Code for Credit Note: \_\_\_\_\_

Credit raised (DF31021 or DF31010) (if required):  Batch No: \_\_\_\_\_

Credit allocated to outstanding fees or invoices:

Payment processed (DF31071):  Batch No: \_\_\_\_\_

Payment Allocated to Credit/Unallocated Receipt:

Signature: \_\_\_\_\_