



## **Refund Policy**

### **Parent Refunds**

From time to time students are unable to attend camps or excursions for which they have already paid. 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.

### **Implementation**

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 if it is appropriate to refund part or all of the monies paid.
3. If the family has outstanding debts to the College, contact will be made with them prior to payment to discuss offsetting the monies against the debt.
4. If monies have been paid to a third party provider, a refund will not be possible.

If a student changes subjects or exits the College 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. The Business Manager will consult with the Principal and ascertain whether a refund or part refund is possible, dependent on materials already provided.
3. If the family has outstanding debts to the College, contact will be made with them prior to payment to discuss offsetting the monies against the debt.
4. If it is determined by the College Principal that a refund is to be paid, payment will be made promptly.

### **Review the policy**

The policy will be reviewed annually by the Finance sub-committee and endorsed by College Council.

### **Certification**

This policy was adopted at the College Council meeting held at Viewbank College on