



ELTHAM HIGH SCHOOL

POLICY DOCUMENT *Refunds*

INTRODUCTION

Parents/Families/Guardians are asked to pay for a variety of activities and services run by Eltham High School. From time to time there may be occasions where the student is unable to attend the activities for a variety of reasons. The aim of this policy is to have a fair and equitable system in place and to provide a clear understanding of how refunds will be processed.

PHILOSOPHY

Eltham High School encourages students to attend a wide range of activities to enhance their learning experience. The School must ensure that the provision of any activity for students does not incur a cost directly on the School and that the activity does not run at a loss. When students withdraw from an activity after payment has been made to the School for all or part of the activity, a refund may be applied for in line with this policy.

POLICY STATEMENT

This policy covers the processes required by parents/families/guardians to apply for refunds and also the process that the School will undertake to provide refunds.

GUIDELINES FOR IMPLEMENTING THIS POLICY

- For camps/tours there is a non-refundable/non-transferable deposit paid by families and then a final balance payment. If after paying the deposit or paying the full amount for a camp/tour a student does not attend a camp/tour the deposit portion will not be refunded.
- All refunds must be applied for in writing, other than when the School cancels an activity.
- Parents/families/guardians must apply for a refund no later than 14 days after the activity taking place including the reason the student did not attend.
- A refund will be considered in light of the viability of the activity for other students being compromised and/or the School being financially disadvantaged as determined by the Principal.
- All refunds will be made via a bank transfer to the recipient.
- If a student cannot attend an activity due to school discipline processes, the refund process outlined above will apply.

RELATED POLICY

This policy is to be read in conjunction with the following policies:

Debtors – Payment of Accounts

BASIS OF DISCRETION

The school Principal, or delegate, will determine all refund requests.

REVIEW:

This policy is to be reviewed every year.

Date Endorsed: 14/11/2023

Executive Officer
Eltham High School Council

CONSULTATION PROCESS AND WORKING PARTY INFORMATION:

This policy was amended by: Kristina Elvey

Consultation has taken place with the relevant group(s) in the following list:

Group	Consultation ✓
School Operations Committee	
Staff	
Students (randomly selected group)	
Parents (randomly selected group)	
Members of the Community	
Other (where relevant please specify)	
Policy and Planning Review Team	
Finance Committee of Council (Mandatory)	✓
School Council (Mandatory)	✓

