



# FOOTSCRAY PRIMARY SCHOOL

## Refund Policy



### **Rationale**

To outline the process of applying for a refund of a payment received by Footscray Primary School from a parent/guardian.

### **Policy**

To ensure that the process of applying for a refund is

- Straightforward
- Understood before any payments are made
- Ensure that the payment of the refund doesn't disadvantage Footscray Primary School in any way

### **Definitions**

The Payment refers to monies received by Footscray Primary School for an activity or an event which did not occur, less any charges incurred by Footscray Primary School or any outstanding Essential Student Learning Items. Footscray Primary School is not responsible for refunding 3<sup>rd</sup> party charges i.e. chess club, music lessons.

### **Implementation**

Footscray Primary School will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. Generally we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.

Implementation and approval is the responsibility of the Principal or their delegate.

### **Evaluation**

This policy shall be reviewed as part of the School's three year review cycle or if guidelines change.

### **Review Cycle**

This Policy was ratified by School Council in 2018 and is due for review in 2021.