

# Refunds Policy

## 1. Purpose

Melton Secondary College encourages all students to participate in extracurricular activities including attendance at camps and excursions.

There will be occasions when for whatever reason/s a student needs to withdraw from an activity after they have been made payment to the school for all or part of that activity.

Melton Secondary College must ensure that the provisions of services for students, ie excursions, camps, visiting groups, services; do not incur direct costs to the school, nor cause the school to run at a loss.

## 2. Guiding Principles

To provide a fair and equitable refund system.

## 3. Implementation

Students withdrawing from an activity will not automatically be entitled to a refund.

- a) Where the school is charged for the provision of a program or a service as a bulk cost and not a 'per head' cost, no refund will be given.
- b) Where a 'per head' fee is charged by the supplier, refunds may be given.
- c) Where there is a combination of a bulk charge and a 'per head' charge in an excursion, eg visit to a zoo. Bus charge is bulk cost. Entry fee is per head cost. Only the 'per head' component may be refunded.
- d) Refunds will only be given when requested in writing within 21 days. If approved, a refund will only be issued by bank transfer. Account details must be provided in writing and will be processed within ten business days of being received.
- e) The Principal will have the capacity to view special circumstances on an individual basis.

## 4. Evaluation and Review

- a) School Administration Team feedback
- b) Pertinent Parent Opinion Survey comments

## 5. References

<https://www2.education.vic.gov.au/pal/parent-payment/policy>

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