Refund Policy

Date Implemented | 11th June 2014
Author | Shelley Gribbin
Approved By | College Council / Policies sub-committee
Approval Authority (Signature & Date)
Date Reviewed
Responsible for Review | Business Manager
Review Date | May 2017
References

RATIONALE
- To ensure Seymour College encourages all students to participate in extracurricular activities including attendance at camps and excursions which is highly beneficial for students and provides opportunities for particular learning experiences that cannot be gained in the classroom.
- To provide a facility for the reimbursement of payments if a student (for whatever reason) needs to withdraw from an activity after they have made payment to the school for all or part of that activity.
- Seymour College must ensure that the provision of services for students, i.e. excursions / camps / visiting groups / services) do not incur direct costs to the school, nor cause the school to run at a loss.

AIMS
- To provide a fair and equitable refund system.

GUIDELINES
Students withdrawing from camps and in/excursions will NOT be automatically entitled to a refund.
- Where the school is charged for the provision of a program or service as a bulk cost and not ‘a per head’ cost, no refund will be available until all outstanding costs are met.
- Where a ‘per head’ fee is charged, refunds may be given except if the event is governed by the number of instructors required – eg swimming.
- Where there is a combination of a bulk charge and a ‘per head’ charge in an excursion (eg visit to a zoo where the bus charge is bulk cost and the entry fee is per head cost only the ‘per head’ component may be refunded).
- Refunds will only be processed once all outstanding costs are met.
- Refunds will only be given when a request in writing is made within 21 days of the activity.
- Deposits paid for schools camps will be non-refundable unless either cancelled by the school or at discretion of the Principal.
- For refund payments to families of less than $20, a credit will be issued onto the family account at the school. Refunds over $20 can be paid to families as credit on their account, an EFT payment or a cheque. The only exceptions to this will be if the student is exiting the school or is in their final year at school and has no outstanding debt to the school.
- The Principal will have the capacity to view special circumstances on an individual basis.
EXPECTATIONS
• This policy will be reviewed as part of the College’s review cycle.

1. This policy will be made available on the College’s website.

2. This policy was ratified by College Council on 11/06/2014