

Refund Policy

Date Reviewed	13 th October 2021
Date Implemented	14 th October 2020
Author	Linda Williams
Approved By	College Council
Approval Authority (Signature & Date)	<i>Gail Hardman 13/10/2021</i>
Responsible for Review	Business Manager
Review Date	September 2022
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.
- Deposits and payments for school camps will be non-refundable unless either cancelled by the school, on supply of a valid Medical Certificate or at discretion of the Principal.
- Refunds will only be given when a request for Refund / Credit form is submitted within 21 days of the activity.
- Refund payments to families can either be left as a credit on the family account, be allocated to another outstanding amount or refunded via EFT payment.
- CSEF refunds will be credited back to the individual student CSEF credit.
- 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

13/10/2021

Child Safe Standards

"Victorian government schools are child safe environments. Seymour College actively promotes the safety and wellbeing of all students, and all school staff are committed to protecting students from abuse or harm in the school environment in accordance with their legal obligations including the Child Safe Standards. The College's Child Safety Code of Conduct is available on the school's website."