



REFUND POLICY

RATIONALE

The Northcote High School's Refund policy exists to provide a fair and equitable refund system.

AIM

The aim of the policy is to outline the conditions under which the refund of the school fees or payments may be granted, and defines how refunds will be considered and administered by Northcote High School.

The School must ensure that the provision of services, excursions, camps and visiting groups, do not incur costs directly on the school, or run at a loss.

IMPLEMENTATION

- Requests for refunds must be made in writing and approved by the Business Manager
- Refunds will be credited to the family account in the first instance or paid by direct credit processed through CASES21 and/or Compass Parent Payment portal, following approval by the Business Manager
- Where there is a combination of a bulk charge and a per head charge in an excursion e.g. a visit to a Museum, the bus charge is a bulk charge, and the entry fee is a per head charge, only the per head charge is able to be refunded, if to refund the whole charge is to incur a loss to the School
- Where the School is charged for the provision of a service as a bulk charge and not a per head charge, the Business Manager will use their discretion to approve a refund that has been requested in writing with an explanation, and approving the refund does not cause the School to incur a cost for the provision of said service/excursion
- A medical certificate may be requested as proof of inability to attend events costing over \$50.00 per student
- Where the School has provided materials or services that have been used by a student for part of the year, and that family leaves the school, it may not be possible to refund that amount (e.g. Mathspace where the school has made a payment for that resource).
- All claims for credit or refund must be made within 14 days of the event or from the student exiting the school
- The Principal has final discretion in regards to all requests for a refund

The following clause will be included on all **Excursion Notices**:

"Event Terms and Conditions: General cancellation due to illness or change of mind

Due to planning and advance payment to confirm bookings, a medical certificate is required for the day, before a refund will be considered. The amount of the refund will depend on whether a non-refundable deposit has been paid to the supplier and/or if staff replacement costs have been incurred for the event. All claims for credit or refund must be made in writing to the Event Coordinator within 14 days of the event.

By providing consent to this Compass event you are agreeing to the Terms and Conditions as outlined above."



Event Terms and Conditions: Cancellation due COVID-19 Government restrictions

If changes in COVID-19 related government mandated restrictions such as lockdowns cause the cancellation of the event the School, in the first instance will try to reschedule the event. Where it is not possible to reschedule and where practicable to do so the School will use best endeavours to negotiate with the event provider to limit costs to families. If the school incurs any liability (costs) from the event provider, these may be passed through to families and deducted from the total amount refundable/credited in line with the School's Refunds Policy.

By providing consent to this Compass event you are agreeing to the Terms and Conditions as outlined above."

The following clause will be included on all **Camp Notices**:

"Camp Terms and Conditions: General cancellation due to illness or change of mind

Due to planning and advance payment to confirm bookings, a medical certificate is required for the period of the camp before a refund will be considered. The amount of the refund will depend on whether a non-refundable deposit has been paid to the supplier and if staff replacement costs have been incurred for the event. For some camps, refunds are not provided unless student replacement can be found. Please refer to our Refund Policy for further information. All refunds are at the discretion of the Business Manager together with the Camp Coordinator. A non-refundable deposit may be requested by the School to secure a student's place on the camp. All claims for credit or refund must be made in writing to the Camp Coordinator within 14 days of the event.

Camp Terms and Conditions: Cancellation due COVID-19 Government restrictions

If changes in COVID-19 related government mandated restrictions such as lockdowns cause the cancellation of the camp the following conditions apply:

(insert camp provider terms as per negotiated with the School) The School, where practicable to do so will negotiate with the camp provider to limit costs to families. If the school incurs any liability (costs) from the camp provider, these may be passed through to families and deducted from the total amount refundable/credited in line with the School's Refunds Policy.

By providing consent to this Compass event you are agreeing to the Terms and Conditions as outlined above."

Reference: Finance Manual for Victorian Government Schools

EVALUATION

Policy to be reviewed annually under the guidance of the Finance Committee and ratified by School Council. All policies are evaluated in line with DET guidelines and policies.