Refund Policy

Help for non-English speakers

If you need help to understand the information in this policy please contact the school on 9802 0663 for support.

PURPOSE

This policy is to provide guidelines to ensure there is a fair and equitable process to assist in determining eligibility for a full or partial refund for contributions paid to the school for curriculum, other/non-curriculum and extra-curricular items. This policy will also ensure that the provision of extra-curricular items and activities (camps, excursions and activities) for students do not incur direct costs to the school.

GUIDELINES

- All refund requests are considered if money is owed to a family.
- A request for a refund does not automatically equate to a full refund of monies paid.
- Voluntary contributions and donations are non-refundable.

IMPLEMENTATON

Curriculum and Other Contributions
Voluntary financial contributions are non-refundable.

Extra-Curricular Items and Activities:
Withdrawal from camps, excursions and extra-curricular items and activities (including fundraising) will not automatically create an entitlement to refund. Where a signed permission or order form and payment has been received for extra-curricular items and activities, eligibility for a refund will be subject to the following:

- Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund/credit is able to be given.

- Where there is a combination of a bulk charge and a 'per head' charge for a program or service, only the 'per head' component may be refunded upon request subject to the terms and conditions of the third party provider and the school being able to receive a credit or refund from the provider.

Donations:
Donations (including Building and Library Fund contributions) are non-refundable.

POLICY REVIEW AND APPROVAL

Policy last reviewed	16 February 2026
Approved by	School Council
Next scheduled review date	2027