



Lysterfield Primary School

REFUND POLICY

PURPOSE

To ensure that the provision of services for students (i.e. excursions, incursions, camps, extra-curricular activities) do not incur direct costs to the school, nor cause the school to run at a loss. All activities are costed on a basis of entry, transport & numbers attending. All activities are user pay basis (unless Govt funding available) and cost neutral to the school.

To provide a fair and equitable refund system.

SCOPE

This policy is developed to provide guidelines and outline circumstances in determining eligibility for a full or part refund for charges paid to the school by families.

POLICY

It is the responsibility of the parent/carer to request any refund in writing within 21 days of the event taking place, refund applications are available on the school website and at the school office.

- A request for a refund does not automatically mean a full refund of monies paid.
- Donations made in relation to Voluntary Contributions are non-refundable.
- Refunds will not be determined until all accounts relating to the activity have been received & processed.
- Where an event is cancelled by the school and is unable to be rescheduled for a later date refunds will be in the form of a credit on the family account or direct credit.
- The Principal deems the student's withdrawal was unavoidable e.g.: illness. Proof of reason for withdrawal may be requested in such circumstances.
- Where a "per head" fee is charged, refunds may be given.
- Where there is a combination of a bulk charge and a "per head" charge for an event (e.g. visit to the zoo), the bus charge is a bulk cost, and the entry fee is a "per head" cost. Only the "per head" component is able to be refunded.
- All claims for swimming will be for the entry component only if paid for and excluding government funding applied. A medical certificate for a period of five consecutive days or more must accompany any refund application.
- CSEF amounts that have been allocated to events will not be refunded but held in credit on the family account for use as intended under DET guidelines.
- The Principal will have the capacity to review special circumstances on an individual basis.
- A medical certificate must accompany the refund application for the period of the overnight excursion and program.

POLICY REVIEW AND APPROVAL

Policy last reviewed	February 2024
Approved by	School Council
Next scheduled review date	February 2025



Family Payments Refund Application Form

Student Name: _____ Grade: _____

Student ID Number: Family ID:

Amount of Refund Requested: \$ _____

Refund for: _____

Reason for Refund Request: _____

Please provide refund as (please tick):

Credit on my account

Direct Deposit into Bank Account – please provide your bank account details below:

BSB No -

Account No:

Account Name:

Bank Name: _____

Name of Parent/Carer: _____

Signature of Parent/Carer: _____ Date: _____

Office use only:

I confirm entitlement to a refund of \$ _____

Refund to be processed as: Credit on account
 Direct Deposit into Bank Account

Signature of Finance Officer approving refund: _____ Date: _____

Copy of Statement or Family Matching Transaction Report attached

Please see overleaf for the Lysterfield Primary School Refund Policy