



## REFUND POLICY



### Help for non-English speakers

If you need help to understand the information in this policy please contact (03) 9795 2271 or [lyndale.greens.ps@education.vic.gov.au](mailto:lyndale.greens.ps@education.vic.gov.au)

### PURPOSE:

Lyndale Greens Primary School encourages all students to participate in extra-curricular activities including attendance at camps and excursions.

There will be occasions when for whatever reason(s) a student needs to withdraw from an activity after they have made payment to the school for all or part of that activity.

Lyndale Greens School must ensure that the provision of services for students (ie 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.

### IMPLEMENTATION:

Students withdrawing from an activity will not automatically be 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 given.
- 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 in an excursion (eg a visit to the zoo where the bus charge is bulk cost and the entry fee is a 'per head' cost) only the 'per head' component can be refunded.
- Refunds may be considered under special circumstances and at the principal's discretion.
- Deposits paid for school camps and swimming will be non-refundable unless either cancelled by the school or at the Principal's discretion.
- Refunds will be processed once all outstanding costs are met.
- Refunds issued by the school must be made by Direct Deposit to the parent or guardian.