

DEER PARK NORTH PRIMARY SCHOOL Refund Policy

Rationale

To outline the process of applying for a refund of a payment received by Deer Park North Primary School from a parent/guardian.

Policy

To ensure that the process of applying for a refund is

- Straightforward
- Understood before any payments are made
- Ensure that the payment of the refund doesn't disadvantage Deer Park North Primary School in any way

Definitions

The Payment refers to monies received by Deer Park North Primary School for an activity or an event which did not occur less any charges incurred by Deer Park North Primary School or any outstanding Essential Student Learning Items. Deer Park North Primary School is not responsible for refunding third party charges ie music lessons (PMI).

Implementation

Deer Park North Primary School will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. Generally, we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents at the time of payment.

Reimbursements will be processed by way of a credit being applied to the family account unless alternative arrangements are made, which can be used for future activities. If the original payment was made with CSEF Credit, this credit will be reapplied to the family account as CSEF credit

Implementation and approval is the responsibility of the Principal or their delegate

Evaluation

This policy shall be reviewed as part of the School's three year review cycle or if guidelines change.

Review Cycle: This Policy was ratified by School Council in 2019 and is due for review in 2022.