

Refund Policy



Help for Non-English Speakers

If you need help to understand the information in this policy, please contact the General Office on 03 9571 7838.

RATIONALE

Glen Eira College encourages all students to participate in extracurricular 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.

Glen Eira College must ensure that the provision of services for students, including but not limited to excursions / camps / visiting groups / other services do not incur direct costs to the school, nor cause the school to run at a loss.

AIM

To provide a fair and equitable refund system.

IMPLEMENTATION

Our 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.
- Refunds will only be given when requested in writing within the year in which the event is held. This may include Camps and Excursions, Music Program and Fees when a student is leaving the school.
- When a permission form contains a statement regarding refunds, that statement will override this policy.
- The Principal and Business Manager (nominated parent payment contact) will consider special circumstances on an individual basis and may consult with the Student Wellbeing Leader.

EVALUATION

School Administration Team feedback

POLICY REVIEW AND APPROVAL

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| Policy last reviewed | March 2025 |
| Approved by | Principal |
| Next scheduled review date | March 2026 (Yearly Review) |