

PARENT REFUND POLICY

Rationale:

- Lynbrook Primary School must ensure that the provision of services (excursions/visiting groups/camps) for students do not incur direct costs to the school nor cause the school to operate these services at a loss.

Aims:

- To ensure that there is a fair and equitable refund system in place at Lynbrook PS for payments made by parents for camps, excursions, incursions and fees.

Guidelines :

- All refund requests must be submitted in writing at the earliest opportunity ensuring
 - a minimum of one week in advance of the excursion/incursion
 - a minimum of two weeks prior to the commencement of camp
- Withdrawal from the activity must be due to unavoidable circumstances i.e. illness/injury and supporting evidence (medical certificate) must be attached to the request for refund.
- Special circumstances will be considered on an individual basis.
- If adequate notice is given of a student withdrawal from camp, a refund may be considered for funds paid less the non-refundable camp deposit and any other charges for which the school is not able to receive reimbursement.
- Where payment has been received for the essential fees and the student is exiting the school, a pro-rata refund may be applicable less the cost of
 - the student stationery pack
 - replacing lost or damaged books or school owned resources.
- A request for a refund does not automatically equate to a full refund of monies paid.
- Where the school has been invoiced for an activity and is not able to negotiate a credit from the provider, no refund will apply.
- Refunds are not available where the student is required to retain the item (diary, recorder, uniform item).

Implementation:

- Parent Refund Policy may be accessed via Lynbrook PS website.
- Business Manager to approve refund.
- Refund or credit note will be processed as per CASES 21 Finance Business Process Guide.

Evaluation:

This policy will be reviewed as part of the school's three-year review cycle.

- This policy was last ratified by School Council on 19th June 2017