



PARENT PAYMENT REIMBURSEMENT POLICY



Help for non-English speakers

If you need help to understand the information in this policy, please contact the school office on 97991216. Or you can use the National Translating and Interpreting Service by calling 131 450.

Family requests for refunds are subject to the discretion of the school and made on a case-by-case basis. Refunds will be provided where the school deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred, the Department's Parent Payment Policy and Guidance, Financial Help for Families Policy and any other relevant information.

PURPOSE

To ensure clarity in regard to situations where families may be reimbursed for camps, excursions and activities, including methods of reimbursement.

POLICY

Implementation:

If a family has paid for a camp, excursion or activity and their student does not attend, they **will** receive reimbursement under the following situations:

- If the family/student experiences a crisis or sudden serious illness and the student can no longer attend the event.
- If the activity is a singular activity which is cancelled by the school or provider, and whereby a replacement activity is not offered.
- If a student leaves River Gum Primary School before the event.

If a family has paid for a camp, excursion or activity and the student does not attend, they **will not** receive reimbursement under the following situations:

- If the student does not attend one day out of an entire program involving multiple days/activities, as the family payment covers the program as a whole.
- If the school is required to cancel one day out of a program involving multiple days/activities due to weather or other unforeseen circumstances, as the family payment covers the program as a whole.
- If it has been stated that the family were paying for a non-refundable deposit to secure a place in an activity.

Method of reimbursement:

- Reimbursements will be processed by way of a credit being applied to the family account, 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.

POLICY REVIEW AND APPROVAL

Policy last reviewed	August 2022
Consultation	August 2022: Staff and School Council
Approved by	Principal: Robyn Trzeciak
Next scheduled review date	August 2024