

Refund Policy

Rationale

Refunds are occasionally required to be provided to parents/guardians under certain circumstances.

Aims

To provide an effective and efficient process for refunding funds to parents/guardians as determined necessary by Dohertys Creek P-9 College.

Process

1. Refunds of any payment paid in advance may be made where:
 - a. A student ceases attendance at the College; or
 - b. A student does not participate in any specific program for which a specific charge is payable; or
 - c. In such other cases as fair and equitable treatment warrants. Such decision is to be at the sole discretion of the Principal.

2. Where a student ceases attendance at the College, the following principles shall apply:
 - a. The date of cessation will be the date of receipt of an "Exit form" or equivalent advice;
 - b. Refunds will not be made for any part of any term in which the student has attended the college, no matter the duration of attendance in that term or semester (for example, a student departing in Term 1 having paid the whole year's fees in advance, will be refunded for Terms 2, 3, and 4);
 - c. Where fees for the year have been paid in full, the rate of refund will be 25% of the total fee for each term qualifying for a refund.

3. Where a refund is requested in respect to a specific activity (e.g. excursion), whether a one-off event or a continuing program, a full refund will be made, if:
 - a. The activity has been cancelled by the College: or
 - b. The College will not incur any loss due to it not having yet committed to any cost in respect of the activity, being able to obtain a full refund of any money outlaid, or being able to find a replacement attendee to the activity to meet the attendance cost (e.g. an entrance fee).
 - c. The College withdraws the student from the activity before it commences.

4. Where the College has incurred unrecoverable expenses in relation to a specific activity, a pro rata share of these expenses may be deducted from any refund payable due to a student withdrawing, or being withdrawn by the school, from the activity (e.g. a pro rata contribution to the cost of a bus to the activity may be retained, with the entry fee being refunded).
5. Refunds will only be processed upon the parent/guardian completing a refund request form, or other written authority to the like effect.
6. The refund request form will provide details to facilitate payment by direct deposit to the nominated bank account from which the money was paid.
7. All refunds are to receive final approval by the Principal.

Evaluation

This policy will be reviewed as part of Dohertys Creek P-9 College's three year review cycle or more often if necessary due to changes in regulations or circumstances.

School Council last reviewed this policy in May 2019.