



Refund Policy

PURPOSE

To outline the process of applying for a refund of any payment made to the college, and making sure that as a result our families or the college is not at a disadvantage.

SCOPE

This policy applies to our school community who have made a payment to Point Cook College

POLICY

Refunds will only be approved for the following circumstances:

- I. The activity or excursion has been cancelled by the school; or
- II. The College does not permit a student to participate or attend the activity or excursion due to suspension or behavioural consequence.
- III. Serious injury/illness prevents the student from participating in the activity or excursion providing evidence through a medical certificate.
- IV. The Principal can make a decision based on their discretion if they believe the refund is fair and equitable.

In the event that the college has already paid for the service/item, a pro rata amount may be refunded (e.g. the bus cost is not refunded but the entry cost is refunded).

Refunds will only be processed upon the Parent/Guardian completing a Request for Parent Refund Form.

Refunds will only be made by Direct Deposit.

If an item or excursion is non-refundable this will be specified on the communication that Parents/guardians receive.

EVALUATION

This policy will be reviewed annually by School Council to ensure regulations are being followed and if circumstances change.

Proposed amendments to this policy will be discussed with Administration Staff, Leadership Team, Finance subcommittee and School Council.

REVIEW CYCLE

This policy was last updated in March 2021 and is scheduled for review in March 2022

School council approved this policy on