



Cheltenham Secondary College

Policy	Refund Policy
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Approved by School Council	February 2025
Date to be reviewed	February 2026
Endorsed by	Karl Russell - Principal

Purpose

Parents can pay for events, incursions, etc. however for a variety of reasons, the student does not attend. Students exit the school during the year. The school must ensure that the provision of services for students, (i.e. excursions/camps/visiting groups/services) that are user pays do not incur direct costs to the school, nor cause the school to run at a loss.

Scope

To set out when a refund is justified and when it is not and additionally to identify the method of refunding the parents depending on the amount to be refunded, therefore providing a fair and equitable refund system.

Policy

School payments:

- Refunds will only be considered when requested in writing, by emailing accounts@cheltsec.vic.edu.au
- If a student exits, the refund amount will be pro-rata to the end of the term, i.e. if a student leaves during term 2 they will receive half of the parent contribution as a refund, term 3 one quarter.
- Refunds will only be on the curriculum payments, items that have been distributed will not be refunded, i.e. school diary, etc.
- A request for a refund on the Building Fund (tax deductible) voluntary payments that have been paid can only be considered if the original receipt is presented.
- Year 12 students will not be refunded after the end of Term 2.

Events:

- Refunds will only be considered when requested in writing within 21 days of the event, by emailing accounts@cheltsec.vic.edu.au
- Where the school is charged for the provision of a program or service as a bulk cost and not a “per head” cost, no refund is able to be given. Where the cost of an event is based on the number of students attending and paid in advance, no refund is able to be given if the student didn’t attend on the day.
- Where a “per head” fee is charged on the day refunds are able to be considered.
- Where there is a combination of a bulk charge and a “per head” charge in an excursion e.g.: a visit to the zoo – the bus charge is a bulk cost and the entry fee is a “per head” cost, only the “per head” component may be able to be refunded if it was paid to the zoo on the day.
- The Principal will have the capacity to view special circumstances on an individual basis.
- Refunds will not be given if the refund will cause a financial loss to the school.

Instrumental Music (user pays):

- The deposit required to enrol in the instrumental music program is not refundable.
- Refunds will only be considered when requested in writing, by emailing accounts@cheltsec.vic.edu.au
- The principal is the only person authorised to approve a refund.
- Refunds will not be considered for lessons already taken.
- The college must be informed if a student discontinues lessons immediately. No refund will be considered if the student just stops attending without notification.

Camps/Exchanges:

- These are a non-refundable expense

Amount and Payment Method

- Refunds of under \$20.00 will remain as a credit in the student’s accounts and could be credited to the student’s printing account or against an upcoming event.
- Refunds of over \$20.00 can be left as a credit in the student’s account, or they can be refunded by direct deposit.

Review Cycle and Evaluation

Procedures will be reviewed annually to confirm/enhance internal control.