



Online payments refund policy

Version 1.0
effective 17/08/2018

Blakes Crossing Christian College
Chinchilla Christian College
Dalby Christian College
Endeavour Christian College
Groves Christian College
Livingstone Christian College
Seaview Christian College
Seaview Christian College
Staines Memorial College
The Lakes Memorial College
Warwick Christian College
Whitsunday Christian College
CYC Burleigh

Purpose	To inform parents and carers about refund policies and procedures when making payments via the College website or Edumate Carer Portal.
Policy owner	Chief Executive Officer
Responsible officer	Corporate Projects Manager

Revision record					
Version	Approval date	Authorised by	Effective date	Review cycle	Next review
1.0	12/09/2018	John Lyndon	12/09/2018	Triennial	12/09/2021

1. SCOPE

1.1 This policy applies to purchases and payments made online via the following platforms:

- (a) Edumate Carer Portal
- (b) BPOINT payment page linked to from the College website.

1.2 This policy does not cover purchases made via any other platform.

2. SCHOOL ENROLMENT AND TUITION FEES

2.1 Your enrolment contract sets out conditions for the payment of school fees. Fees are inclusive of many services. No refund is applicable where services are not used. Individual components of the fees are not listed or calculated separately.

3. NON-INCLUDED EXCURSIONS AND OTHER ACTIVITIES

3.1 Fees for these activities are calculated on a cost recovery basis, according to the number of students who have indicated their attendance. Participation of students in the activities is indicated through payment of the required fee by the parent/carers.

3.2 As the school budget cannot meet any shortfalls in funding for these activities due to the subsequent non-participation of a student who had previously indicated attendance of the activity, fees already paid for may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

4. PHYSICAL GOODS

4.1 We are not required to provide a refund or replacement if you change your mind. But you can choose a refund or exchange if an item has a major problem. This is when:

- (a) a reasonable consumer would not have bought the goods if they had known about the problem
- (b) the goods are significantly different from the description, sample or demonstration model shown to the consumer
- (c) the goods are substantially unfit for their normal purpose and cannot easily be made fit, within a reasonable time
- (d) the goods are substantially unfit for a purpose that the consumer told the supplier about, and cannot easily be made fit within a reasonable time.
- (e) the goods are unsafe

5. REQUEST FOR REFUNDS

5.1 Any refund requests in accordance with the policy must be submitted to the College in writing.