

# Croydon Community School & OPTIONS

## Refund Policy



### PURPOSE

To outline the process of applying for a refund of a payment received by Croydon Community School and OPTIONS from a parent/carer.

### SCOPE

To ensure that the process of applying for a refund is

- Straightforward
- Understood before any payments are made
- Ensure that the payment of the refund doesn't disadvantage Croydon Community School & OPTIONS in any way

### DEFINITION

The Payment refers to monies received by Croydon Community School and OPTIONS for an activity or an event which did not occur less any charges incurred by Croydon Community School and OPTIONS or any outstanding Essential Student Learning Items. Croydon Community School and OPTIONS is not responsible for refunding 3<sup>rd</sup> party charges.

### POLICY

Croydon Community School and OPTIONS will consider requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances. Generally we will not be able to refund payments made for items purchased or costs that have already been paid where those funds have already been transferred to a third party. For example, camp costs when a child becomes unwell and cannot attend in circumstances where the payment has already been made or committed to a third party and no refund is available to the school. Where possible, we will make this clear to parents/carers at the time of payment.

Implementation and approval is the responsibility of the Principal or their delegate

### FURTHER INFORMATION AND RESOURCES

Please refer also to the school's:

- Camps and Excursions Policy
- Parent Payment Policy

### REVIEW CYCLE

This policy was endorsed/approved by school council on 7<sup>th</sup> September 2020 and is scheduled for review in September 2021.