

## REFUNDS POLICY

### POLICY STATEMENT

Norwood Secondary College encourages all students to participate in extra-curricular activities including VET, camps and excursions. However, the College must ensure that these activities do not run at a loss and as a result incur costs to the College.

There will be occasions when for whatever reason(s), a student needs to withdraw from a program, camp and/or excursion after they have made payment to the College for all or part of that activity.

### AIM

To provide a fair and equitable refund system.

### IMPLEMENTATION

Students withdrawing from:

1. VET – Will not be entitled to a refund after attending the program for the first two weeks of Term 1.
2. Camps & Excursions
  - 2.1. Where no cost is incurred by the College, a full refund shall be payable provided that:
    - the student's place is filled by another student;
    - the College deems the student's withdrawal was unavoidable. For illness a Doctor certificate will be required.
  - 2.2 A partial refund shall be payable to the student withdrawing when:
    - the College deems the student's withdrawal was unavoidable but has incurred expenses relating to the withdrawal. In such cases, the refund will be the amount paid by the student, less expenses incurred by the College as a result of the withdrawal.
  - 2.3 No refund will be payable to the student withdrawing when:
    - The College deems the withdrawal was avoidable and has incurred the full or partial costs of the camp or excursion.
  - 2.4 Deposits should be considered to be non-refundable. Requests for deposit refunds will be considered on a case by case basis.
  - 2.5 Refunds will be directed to the family via a credit, which can be allocated to current, outstanding or future charges, or as a payment directly to a nominated bank account if requested.

2.6 Where a student is exiting the College and is entitled to a refund, a cheque will be issued or as a payment directly to a nominated bank account if requested.

2.7 Special circumstances - On request, if eligible for a refund, a cheque will be issued.

Refunds will only be given when requested in writing within 21 days of the excursion taking place or the commencement of the camp.

Where the College makes the decision to cancel a camp or excursion due to insufficient numbers, the amount paid by the student shall be refunded in full.

Where a camp or excursion has to be rescheduled because of Government warnings. Parents may request a refund of monies paid by them less any funds retained by the Booking Company for the rescheduled trip.

The Principal will have the capacity to view special circumstances on an individual basis.

Approved: College Council March 2019

Review: March 2020