ALBANY RISE PRIMARY SCHOOL
Parent Refunds POLICY

REVIEW DATE: 2026

Help for non-English speakers

If you need help to understand this policy, please contact the Albany Rise Primary School Administration.

PURPOSE:

To ensure Albany Rise Primary School encourages all students to participate in extracurricular activities including attendance at camps and excursions.

To provide a facility for the reimbursement of payments if a student (for whatever reason) needs to withdraw from an activity after they have made payment to the school for all or part of that activity.

Albany Rise Primary School must ensure that the provision of services for students, i.e. excursions / camps / visiting groups / services) do not incur direct costs to the school, nor cause the school to run at a loss.

To provide a fair and equitable refund system.

GUIDELINES:

- Students withdrawing from an activity will not automatically be entitled to a refund.
- 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 will be given.
- Where a 'per head' fee is charged, refunds may be given.
- Where there is a combination of a bulk charge and a 'per head' charge in an excursion e.g. visit to a zoo. Bus charge is bulk cost. Entry fee is per head cost. Only the 'per head' component may be refunded.
- Refunds will only be given when requested in writing within 21 days of the activity.
- For refund payments to families of less than $30, a credit will be issued onto the family account at the school. Refunds over $30 can be paid to families as credit on their account or as a direct deposit to their nominated bank account.
- The Principal will have the capacity to view special circumstances on an individual basis.
- Non-refundable deposits will be required for camps and swimming programs to ensure the overall costs of the activities are covered. These costs will be fully explained as part of the initial letter home outlining these activities.
- Families in credit from Centrepay Direct payment will be fully reimbursed on exiting the school

FURTHER INFORMATION

Information regarding parent payments, refunds, disputes and contributions can be found here: https://www2.education.vic.gov.au/pal/parent-payment/guidance

Policy last reviewed	26th February 2025
Approved by	School Council: Principal:
Next schedule review date:	2026

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