REFUND POLICY 2025

Help for non-English speakers

If you need help to understand the information in this policy, please email the General Office cranbourne.east.sc@education.vic.gov.au.

Purpose:
Parents/guardians/carers paying for activites: e.g., incursions, excursions, and Camps. However, requests for refunds for students that do not attend, for whatever reason, will be considered on an individual case-by-case scenario.

Scope:
To set out where a refund is justified and where it is not. Additionally, for the College to identify the method of refunding the parent/guardian/carer depending on a few factors of consideration.
The process be a fair and equitable refund system.

Policy:
Cranbourne East Secondary College at its discretion will consider refund requests for partial or full refunds of payments made by parents on a case-by-case basis taking into account the individual circumstances and the supplier refund policy.
Refunds will be processed where the school deems it is reasonable and fair to do so, taking into consideration whether a cost has been incurred, the Department's Parent Payment Policy and Guidance, Financial Help for Families Policy and any other relevant information.
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 college. Where possible, we will make this clear to parents at the time of payment.

Note: CSEF - Camps, sport, excursion funds will be transferred with the student to the next educational sector whether government or private. If the student exits and does not continue schooling the funds remain with Cranbourne East Secondary College. Parents/guardians/carers have no claim to the funds as per government legislature.

Curriculum contributions

- Fully refundable if paid in the preceding year and the student does not commence at the college
- Pro-rata, based on the exit date per term
- Nil refund after the commencement of Term 4
- if a student wishes to change a subject after the curriculum contribution has been paid the amount paid will be offset against the charge for the new subject selected
- Nil refund due to change of mind
- Parents are welcome to continue payment plans – credits will remain on the family account

Other contributions

- Fully refundable if paid in the preceding year and the student does not commence at the college

Extra-Curricular items & activities

- Fully refundable if paid in the preceding year and the student does not commence at the college
- If a student decides not to continue with this activity a refund will depend on the ability of the College to recoup the costs for the activity
- If the event or activity is cancelled due to Covid
- On a case-by-case basis (dependent upon costs expended by the college and the reason for the refund request)
- If a student withdraws from a Camp, then the incurred budgeted costs of buses, administration and deposit may be charged against any refund payment
- In all cases where deposits are required and paid the deposit will be non-refundable and the following statement will form part of the information sent to parents

Please note deposits for activities e.g., camps will be advised to families as non-refundable

Request for refund must be made via email to Cranbourne East Secondary College addressed to Accounts Receivable – supporting documentation may be required to substantiate refund e.g., medical certificate

Approved refunds for under $30.00 will remain as a credit on the family account and can be allocated against another event or print credit

Approved refunds for over $31.00 will be processed as a bank transfer – no cash, cheque or eftpos requests will be approved

NOTE: Refunds will be processed after the event has taken place

POLICY REVIEW AND APPROVAL

Policy last reviewed	10th February 2025
Approved by	School Council
Next scheduled review date	February 2026 – minimum review cycle for this policy is 1 year