

### **RATIONALE**

To ensure Mansfield Secondary College 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 needs to withdraw from an activity prior to it commencing after they have made payment to the school.

Mansfield Secondary College must ensure that the provision of services for students (Camps, Excursions, Incursions and other activities) do not incur direct cost to the school nor cause the school to run at a loss.

### **AIMS**

To provide a fair and equitable refund system.

### **IMPLEMENTATION**

Requests for refunds must be made in writing and will be approved by the School Finance Committee in accordance with Department of Education and Finance Guidelines.

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

Refunds will be paid to families either by credit on the family account or a refund into their nominated bank account.

Acceptable Refund Circumstances: - refund will only be considered under the following circumstances.

- If a refund is required due to changing schools the date of cessation will be the date of receipt of an "Exit Form" or equivalent written advice.
- If the refund is the result of sickness or accident, claims for reimbursements, must be made in writing within 2 weeks after the event and supported by a medical certificate.
- An 'Exceptional Circumstance' such as non-medical circumstances that prevents a student from attending an activity. These include bereavements, national or international representation in sporting or cultural pursuits and religious observance.

NOTE: Family holidays or appointments are not considered exceptional circumstances.

- **Camps/Excursions/Incursions/Sports**
  - Refund requests for camps, excursions, incursions and sports must meet the 'Acceptable Refund Circumstances' criteria listed above.
- **Outdoor Education and Adventure Challenge**
  - Refund requests for exiting this program must meet the 'Acceptable Refund Circumstances' criteria listed above.
  - Early exit from these programs will incur a pro-rata charge depending on the volume of activities that have been undertaken.
- **Instrumental Music**
  - Refund requests for exiting this program must meet the 'Acceptable Refund Circumstances' criteria listed above.
  - Early exit from this program will incur a pro-rata charge depending on which term the exit request occurs in.

- **Uniform Shop**

- The Uniform Shop will accept product returns and provide you with a refund, exchange or repair where:
  - The product is faulty; or
  - The product is not fit for its intended purpose; and
  - You can present your proof of purchase.
- No refund will be given for an incorrect size choice – only exchange.
- Products may be exchanged for another size if they still have their tag attached and are in as-new condition. Exchanges can only be made within 30 days of purchase.
- The Uniform Shop may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. The Uniform Shop reserves the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect.
- The Uniform Shop reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.
- Uniform purchased and returned due to student not attending the school will incur a 10% processing and handling fee.
- **Refunds will not be given in cash.**

### **EVALUATION**

This policy will be reviewed as part of the school's three-year review cycle.