



## REFUND POLICY

### PURPOSE

- To ensure extra-curricular activities such as camps, excursions and incursions do not run at a loss and as a result incur costs to the School.
- To communicate to the school community, the procedures when a student needs (for whatever reasons) to withdraw from a program, camp, incursion and/or excursion after they have made payment to Torquay College for all or part of that activity.

### BROAD GUIDELINES

- Torquay College encourages all students to participate in extra-curricular activities and aims to provide a fair and equitable refund system to the school and parents/guardians.
- The school will determine whether each camp/excursion is optional or essential.

### IMPLEMENTATION

Students withdrawing from camps and excursions-

1. Where **no cost is incurred by Torquay College**, a full refund shall be payable provided that:  
Torquay College deems the student's withdrawal was unavoidable e.g. illness (a medical certificate may be requested).
2. A **partial refund** shall be payable to the student withdrawing when:  
  
The student's withdrawal has incurred non-refundable expenses relating to the withdrawal e.g. bus costs or prepaid entry fees. In such cases, the refund will be the amount paid by the student, less the expenses incurred by Torquay College as a result of the withdrawal.
3. **No refund** will be payable to the student withdrawing when:  
Torquay College has incurred the full costs of the camp or excursion.
4. The principal will have the capacity to view special circumstances on an individual basis. This decision will be binding.

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

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

Where a camp or excursion has to be rescheduled because of Government or DET warnings/advice e.g. fire or weather danger etc. parents may request a refund of monies paid by them less any funds incurred by the school for the rescheduled trip.

#### REVIEW PERIOD

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

This policy was last updated on 15<sup>th</sup> August 2018 and is scheduled for review in August 2021.