



BURREN JUNCTION PUBLIC SCHOOL EXCURSION REFUND POLICY & PROCEDURES

Payment for an excursion is considered to be a commitment to attend and an acceptance of all arrangements as outlined in the permission letter.

Parents who would subsequently like to request a refund, for their child's non attendance on a school excursion, are required to apply in writing clearly outlining the reason/s the student did not attend.

This request will be forwarded to the Principal and Administration Manager for their consideration. All refunds will be at their discretion and will generally be processed after all excursion accounts have been finalised.

The decision whether to grant a refund request will take into consideration the following:

1. Whether a non-refundable amount has been indicated on an excursion. This amount will not be refunded to the student.
 - *An exception may be made if there are students or parents on a waiting list. Any substitutions will need to occur prior to arrangements being finalised, or the closing date of the excursion. Substitutions will be made at the discretion of the Principal, Administration Manager and the teacher organising the excursion.*
2. Where there is a set cost for an activity and a per head rate has been applied; eg \$2000 cost for the bus for 20 children. 5 pull out and the excursion fund is short \$500.
3. Whether advance payments have been made (e.g. accommodation/transport deposits, performances, etc).
 - *For major excursions such as "Canberra" and "Sydney" where travel is arranged through an agent, students are required to take out travel insurance to recover their money in the event they are unable to attend. Once arrangements are finalised the school is unable to arrange a refund.*
4. Whether the reason provided is "justifiable" and **after** consideration of the above points.

Justifiable Reasons for a Refund

- *Illness/Injury – a medical certificate must be provided.*
- *Hospitalisation, medical appointments – if supporting documentation provided.*
- *Bereavement in the family.*

Un-Justifiable Reasons for a Refund

- *Change of mind*
- *Personal reasons*
- *Part-time employment*
- *Being pulled out of or sent home during the course of an excursion due to misbehaviour*

Please Note: the above are examples only and all requests will be judged according to their merits.

The school does not make a profit from excursions.

The refund will exclude any subsidy the school has made on your behalf.

An Administration fee may be deducted from the monies paid to cover the costs involved in issuing the refund.