



Refund Policy

Authors		Approved
Name	Amanda Jackson	14 August 2024
Position	Business Leader	

Effective Date	Review Date	Version No.	Cancels Version
14 August 2024	June 2025		

Scope

This policy provides a framework for the management and eligibility assessment of refund requests for payments made to Adelaide High School following payment in relation to camps, excursions, incursions, sporting activities, essential student learning items and extra-curricular activities.

It provides guidelines for determining refund eligibility underpinned by the principles of fairness and equity, and it ensures that the school’s financial position is not compromised.

Procedure

Parents submit a refund request by emailing dl.0768.finance@schools.sa.edu.au with evidence attached to support the request.

This request is assessed by the AHS Finance Team at the next scheduled meeting and the outcome is communicated to families within no more than two weeks.

Approved refunds will be processed within four weeks.

Criteria

Signing a Commitment to Pay or agreeing to be part of events, excursion, camps and other school activities is taken as a commitment to support the costs associated.

Each refund request is therefore assessed in terms of its nature and potential impact on the school or school programs, with consideration given to evidence of hardship and exceptional circumstances.

Management of specific requests

Materials and Services Charges

- Students that are transferring to another Government school will not be given a refund after term 1 week 3; instead, they will not be charged Materials & Services Fees at the new school as per the Materials & Services Instruction.

- Students transferring to a private school or leaving public education to pursue work or alternative study will be entitled to a refund on a pro-rata basis, depending on which term they are leaving. A large percentage of the Materials & Services fee is utilised in first two terms and the refund will be adjusted accordingly.

Sports and Excursions

- If the school has incurred costs for the activities, refunds may not be possible.
- Where the school makes the decision to cancel due to insufficient numbers, a full refund will be provided within four weeks.

Camps and Study Tours

- Where a camp or excursion is rescheduled due either to Government warnings, or school schedules, parents may request a refund of monies paid by them if unable to attend at the re-scheduled event

Vocational Education and Training (VET)

VET courses are not a curriculum requirement and, therefore, are not covered under the Materials and Services Charge. The VET fee charged by the Registered Training Office (RTO) may exceed the funding provided, and this additional amount will be charged to the student.

No refund of VET fees can be made after the withdrawal date set by the Registered Training Organisation (RTO) as the payments made will have been passed on to the RTO.

Deposit Requirement:

A non-refundable deposit may be required to secure a position in a school event or program. The deposit amount will be specified at the time of registration and is generally a percentage of the total fee or a fixed amount related to booking and administrative costs.

Payment terms:

The deposit must be paid at the time of registration to confirm participation, and registrations are only considered complete when the deposit is received.

Non-refundable nature:

All deposits are non-refundable. In exceptional circumstances a refund request may be considered, for example if the student needs to withdraw for medical reasons. Supporting written evidence should be provided and each request will be considered in alignment with the criteria of this policy.

If an event or program is cancelled by the school, a full refund will be provided within 4 weeks.

Full payment:

Full payment needs to be submitted by the nominated due dates, unless an agreed payment plan with Adelaide High School has been negotiated. Confidential Payment Plans can be entered into by contacting dl.0768.finance@schools.sa.edu.au or 8231 9373.

Non-attendance or engagement

If a student fails to attend an event or program without prior notification, or valid reason, a refund request will not be considered.

In cases of exceptional circumstances such as severe illness or family emergencies, a refund request can be submitted with supporting documentation.