

Purpose

The purpose of this policy is to outline the conditions under which refunds will be issued for school camps at Kempsey East Public School (KEPS), in accordance with the Department of Education guidelines. This policy aims to ensure fairness and transparency in the management of school camp payments and refunds.

Scope

This policy applies to all students, parents, and guardians at KEPS who have made payments for school camps organized by the school.

Policy Statement

KEPS strives to provide valuable and enriching camp experiences for our students. To facilitate the planning and provision of these activities, the school incurs various costs that are often non-refundable. Therefore, refunds for school camps will be handled as follows:

1. Change of Mind:

- ****No Refund:**** If a student decides not to attend the camp for reasons other than those specified below, no refund will be provided. This includes changes of mind, preferences, or other non-compelling reasons.

2. Illness or Medical Reasons:

- ****Partial Refund:**** If a student is unable to attend the camp due to illness or other medical reasons, a partial refund may be considered. This will be subject to the following conditions:

- A medical certificate must be provided as proof of illness.
- The amount refunded will depend on the non-recoverable costs incurred by the school and the camp provider. Typically, only costs that can be recovered by the school (such as meals, transportation, etc.) will be refunded.
- The request for a refund must be submitted in writing within 14 days of the camp's conclusion.

3. Unforeseen Circumstances:

- ****Partial or Full Refund:**** In cases of exceptional circumstances (e.g., family emergencies, bereavement, or other critical situations), a partial or full refund may be granted at the discretion of the school principal. Documentation may be required to support the claim.

4. Cancellation by the School:

- ****Full Refund:**** If the camp is cancelled by the school due to unforeseen circumstances (e.g., extreme weather, safety concerns, etc.), a full refund will be issued to all participants.

Refund Process

- Refund requests must be made in writing to the school principal or camp coordinator.
- The school will review the request and determine the appropriate refund amount based on the guidelines above.
- Refunds will be processed within 30 days of the request being approved.

Appeals

- Parents or guardians who wish to appeal a refund decision may do so by submitting a written appeal to the school principal. The appeal must provide additional information or clarification that supports the request for reconsideration.

Review and Communication

- This policy will be reviewed annually to ensure it remains in line with the Department of Education guidelines and the needs of the school community.
- The policy will be communicated to parents and guardians prior to the collection of camp payments.