



Iona College Geelong Refunds Policy

Rationale

The purpose of this policy is to ensure families of Iona College Geelong receive appropriate refunds when applicable, whilst also ensuring an equitable system is put in place to ensure families keep the college informed in a timely manner of any changes in personal circumstances.

Objective

Iona College aims to ensure:

- Parents/Guardians/Carers are made aware of school fees and charges within a reasonable time frame
- Parents/Guardians/Carers inform the College, in a timely manner, of any changes to details or circumstances regarding a student's attendance for Camps/Excursions.
- Ensure the opportunity is available for all students to take part in the camps and excursions program, whilst also ensuring the program is financially viable.

Implementation

The aims of the College's Refund Policy will be achieved through the implementation of a range of the following:

- Fees
- Materials and services - CDF Pay/Canteen funds.
- Specialist Camps/Excursions/Incursions (not already included in the school fee structure)

Where payment has been made for Fees, refunds will be issued on the following basis:

- Where a student withdraws from the College prior to the commencement of the school year, the refund will be 100% of the amount paid.
- Where a student withdraws from the College in Term One, the refund will be 75% of the amount paid, less the cost of high cost subjects already undertaken by the student during Term One.
- Where a student withdraws from the College in Term Two, the refund will be 50% of the amount paid, less the cost of high cost subjects already undertaken by the student during Term Two.
- Where a student withdraws from the College in Term Three, the refund will be 25% of the amount paid, less the cost of high cost subjects already undertaken by the student during Term Three.
- Where a student withdraws from the College in Term Four, refunds will not be issued.

Materials and Services

Where payment has been made for Materials and Services, refunds will be issued on the following basis:

- Materials have been returned in acceptable condition, complete with accessories i.e Laptops with related accessories and charging cable.
- Services include Student Equipment and Canteen funds on the Iona Online Store
 - Student Equipment will be refunded on a case by case basis
 - Purchased student equipment if found faulty will be replaced within the first week of purchase. If the replacement product is found to be faulty parents / carers can opt for a full refund or exchange for another replacement.
 - Canteen funds will be refunded once a request has been made. This may take up to 7 days.

Specialist Camps/Excursions/Incursions

The College will endeavour to inform families as early as possible about the cost of upcoming

Camps and Excursions/Incursions. Families are asked to pay deposits for most Camps. Where payment has been made for a Camp or Excursion, refunds will be issued on the following basis:

- Where a student withdraws from the camp, a refund will only be issued to the family if the College is able to negotiate with the camp provider not to be charged for the student and if any other costs, associated with the camp, such as transport costs, are reimbursable.
- Where a student withdraws from an excursion/Incursion, a refund will only be issued to the family if the College is able to negotiate with the excursion provider not to be charged for the student and if any other costs, associated with the excursion, such as transport costs, are reimbursable.

Review

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