



Refund Policy



Help for non-English speakers

If you need help to understand the information in this policy, please contact the school box.hill.hs@education.vic.gov.au

Contact us in Mandarin / 则可用中文与我们联系



(03) 9877 1177



box.hill.hs@education.vic.gov.au

PURPOSE

The school must ensure that the provision of services for students, (i.e., excursions/camps/visiting groups/services) do not incur direct costs to the school, nor cause the school to run at a loss.

OBJECTIVE

To provide a fair and equitable refund-credit system.

POLICY

1. Refunds will only be issued to students in their final year at the school, otherwise a credit will be issued on the family account and can be used for future events when the refund policy criteria is met.
2. The school is unable to determine the amount of the credit or refund until all the finances have been finalised. This can only occur once all expenses for the event has been fully paid for by the school. We will not be able to offer a credit or refund made for costs that have already been paid by the school where those funds have already been transferred or committed to a third party and no refund is available to the school.
3. Where the school is charged for the provision of a program or service as a bulk cost and not per head cost, no refund/credit is able to be given until all outstanding costs are met. Students withdrawing due to illness require a medical certificate.
4. Where a 'per head' fee is charged refunds/credits are able to be given if this is determined at the event and a head count is made and the invoice is issued accordingly to the school.
5. Where there is a combination of a bulk charge and a 'per head' charge in an excursion e.g., visit to a zoo. Bus charge is bulk cost. Entry fee is per head cost. Only the 'per head' component is able to be refunded/credited if final numbers are able to be made on the number of attendees – refer to point 4.
6. Deposits paid for school camps will be non-refundable unless cancelled by the school (and the school has not incurred a loss) or prior to the date specified in the event consent form.
7. All claims for reimbursements must be in writing to the Business Manager and Sub School Leader, and is received at least 14 days prior to the event, unless exceptional circumstances apply. The Business Manager will be making the final decision based on the agreement terms of the provider and the reason for the request by the parent. The Principal (or his/her representative) will have responsibility to assess "exceptional circumstances".



8. If a student needs to withdraw due to a illness, a medical certificate will need to be provided to the school and the best possible refund or credit will be issued.
9. It is not reasonable for a change of mind for attending to request a refund.
10. All refunds will be made by crediting the family account via a direct deposit for students in their final year at the school, to a nominated bank account of the parent, guardian or carer.

No cash refunds can be given.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on our school's website
- Included in transition and enrolment packs.

RELATED POLICIES AND DOCUMENTS

Related policies and documents include:

- Parent Payments Policy
- [Financial Help for Families](#)

POLICY EVALUATION AND REVIEW

To ensure ongoing relevance and continuous improvement, this policy will be reviewed every **1 year**. School Council approval is required.

APPROVAL

Policy last reviewed:	February 2025
Approved by:	School Council
Approval Date:	February 2025
Next scheduled review Date:	February 2026

This policy was ratified at the School Council meeting held at Box Hill High School on 19 February 2025.

Kellie Ind
Principal

Kaajal Fox
School Council President