
Family Credit/Refund Policy



HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Saltwater P-9 College on 03 8366 7700 or saltwater.p9.co@education.vic.gov.au.

PURPOSE

To provide a fair, transparent, and equitable credit/refund system while considering the financial commitments made by the school for these activities.

RATIONALE

Saltwater College believes that the Camps and Excursions program is highly beneficial for students and provides opportunities for unique learning experiences that extend beyond the classroom. Participation in these activities is encouraged for all students as they contribute to their personal and social development. However, there may be occasions when a student needs to withdraw from a camp or excursion after making payment. To maintain financial stability, the school must ensure that program costs (i.e., excursions, incursions, camps, visiting groups, and services) do not result in financial loss to the school.

POLICY

Students withdrawing from camps and excursions will not be automatically entitled to a credit/refund.

1. Where the school is charged for the provision of a program or service as a bulk cost and not a “per head” cost, no refund or credit will necessarily be available. Credits/refunds will be at the Business Manager’s discretion after ensuring that all outstanding costs incurred by the school have been covered.
2. Where a “per head” fee is charged, a credit may be considered upon submission of a valid Medical Certificate, except in cases where the event is governed by the number of instructors required (e.g., swimming).
3. Where there is a combination of a bulk charge and a “per head” charge in an excursion (e.g. visit to a zoo where the bus charge is bulk cost and the entry fee is a per head cost, only the “per head” component may be eligible for credit, subject to approval.
4. Any excursion/incursion cost that has been paid and then cancelled due to unforeseen circumstances beyond the School’s control will be automatically credited to the family’s account. This credit can be used towards any future school expenses during the student’s time at Saltwater P-9 College.
5. Any voluntary parent contributions paid are typically utilised immediately for the purposes originally stated. Therefore, these contributions are non-refundable.
6. Final camp numbers must be confirmed with the provider one (1) month before the camp date. Therefore, full payment (deposit + balance) must be received by this deadline. If payment is not received, the student’s place on the camp will not be guaranteed, unless an approved financial arrangement is in place.
7. Deposits paid for camps are strictly non-refundable. Camp balance payments are not automatically eligible for a credit/refund, even with a medical certificate. If a student withdraws from camp, or if the camp is cancelled by the school, the decision to issue a refund or credit will be at the Principal’s or Business Manager’s discretion, taking into account any non-recoverable costs incurred by the school.
8. For interstate camps (e.g., Year 6 Canberra), if full payment has been made and the child is unable to attend, a valid Medical Certificate must be submitted. Refunds/credits in these cases will be subject to the Insurance Company’s policies and approval.

9. The 'Camps and Excursion Credit/Refund Request' form (available from the office or the school website) must be completed and submitted within 14 calendar days of the event.
10. Credits/Refunds will be processed only after all outstanding costs are met, including any unpaid student fees.

POLICY REVIEW AND APPROVAL

Policy last reviewed	30.05.2025
Approved by	Principal
Next scheduled review date	Before March 2027