MACKSVILLE HIGH SCHOOL
EXCURSION REFUND POLICY & PROCEDURES

Payment for an excursion is considered to be a commitment to attend and an acceptance of all arrangements as outlined in the permission letter.

Parents who would subsequently like to request a refund, for their child’s non attendance on a school excursion, are required to apply in writing clearly outlining the reason/s the student did not attend.

This request will be forwarded to the Deputy Principal and Administration Manager for their consideration. All refunds will be at their discretion and will generally be processed after all excursion accounts have been finalised.

The decision whether to grant a refund request will take into consideration the following:

1. Whether a non-refundable amount has been indicated on an excursion. This amount will not be refunded to the student.
   - An exception may be made if there are students on a waiting list. Any substitutions will need to occur prior to arrangements being finalised, or the closing date of the excursion. Substitutions will be made at the discretion of the Deputy Principal, Administration Manager and the teacher organising the excursion.

2. The costs of the excursion (e.g. transport, levies, etc) and whether the total costs will be covered by the number of students that did attend.

3. Whether advance payments have been made (e.g. accommodation/transport deposits, performances, etc).

4. Whether the reason provided is “justifiable” and after consideration of the above points.

**Justifiable Reasons for a Refund**
- Illness/Injury –if medical certificate is provided
- Hospitalisation, medical appointments – if supporting documentation provided.
- Bereavement in the family

**Un-Justifiable Reasons for a Refund**
- Change of mind
- Personal reasons
- Part-time employment
- Being sent home during the course of an excursion due to misbehaviour

Please Note: the above are examples only and all requests will be judged according to their merits.
An Administration fee may be deducted from the monies paid to cover the costs involved in issuing the refund.