



## Camps and Excursions Payment and Refund Policy

### Overview

Camps and Excursions are an integral part of a student's education. Camps enable students to engage with their peers and build links beyond the classroom. To enable inclusivity, Mount Clear College makes every effort to ensure that costs for camps and excursions are affordable for all families.

### Purpose

The purpose of this policy is to advise parents and guardians of excursion and camp payment expectations and refunds if applicable.

### Scope

This Policy applies to all students in Years 7–12 and to all camps and excursions provided by Mount Clear College.

### Policy

#### Support for Camps and Excursions

1. Families who are experiencing hardship can contact the Student Welfare Team (SHAAC) or the Business Manager to discuss how the school can support their child to attend camp.
2. Families have the opportunity to set up a payment plan to make regular payments towards camps. The school office will assist with this.
3. Families holding a valid means-tested concession card or temporary foster parents are also eligible to apply to Camps, Sport and Excursion Fund (CSEF). This fund is used by schools to pay for camps, excursions and sporting activities. Applications for CSEF are processed at the School. Please contact the SHAAC or Business Manager for further information about eligibility and applying for the CSEF. Applications for CSEF must be handed in to the school two weeks prior to the end of Term 2.

#### Payment

All camps must be paid in full prior to the camp departure date. Excursions must be paid 7 days prior to the event taking place. Families will be given a timeline by organising staff indicating specific dates where payment(s) are due. Students who have not paid in full will not be able to attend camp/excursion. Exceptions to this are:

1. where the Principal approves attendance;
2. where the family has met with the Business Manager and arranged a payment plan extending beyond the date of the start of a camp.
3. where financial support has been provided by the school at the request of the family.

#### Non-Refundable Deposits

A signed permission slip is a commitment from a parent/guardian that their student is attending camp and they will take full responsibility for payment. All students are charged a non-refundable deposit for camp which secures accommodation and/or transportation. The non-refundable deposit is to be paid with the return of the permission slip. Non-refundable deposits will only be refunded if another student replaces the student who has decided not to attend camp. A letter will be sent to families who return the permission slip without payment of the full deposit.

For the letter template, see Attachment 1

### **Advice to Families re non-payment of camps**

Families who have not paid in full for a camp by the final payment date indicated on the camp form will receive a letter advising them that their student will not be attending the camp unless payment is made in full. This letter will also provide advice on support available.

For the letter template, see Attachment 2

### **Insurance**

All camps will have an insurance component which provides cover for students who are unable to attend camp for medical reasons or who are sent home during camp for medical reasons. Families seeking to make a claim against this insurance policy will be required to complete documentation provided by the Victorian Managed Insurance Authority (VMIA). This document includes a statement from a GP explaining why student could not attend camp, or relevant hospital records where a student was sent home from camp. There is no excess on Insurance except for loss of baggage (\$50) and loss of Digital Devices (\$250). These excess charges are the responsibility of families.

Mt Clear College does not obtain insurance cover for day excursions.

### **Refunds – Camps**

#### **Parent/Guardian decision to withdraw or return student early from camp**

If a Parent/Guardian decides to withdraw or return their child early from camp, our school will consider requests for partial or full refunds of camp payments on a case-by-case basis taking into account the individual circumstances. Generally, we will not be able to refund payments made for items purchased or costs that have already been paid or committed to a third party, where no refund is available to the school. For example, the cost of transportation and accommodation. However, these costs may be refundable through an insurance application, depending on the camp and the reason for the refund request. If a situation arises where a family wish to make an insurance claim they can obtain a form from the Business Manager.

#### **Principal decision to withdraw or return student early from camp**

Generally, the Principal will only withdraw or return a student early from a camp due to illness, safety concerns or behaviour issues.

Where the Principal has decided to withdraw a student from attending a camp, prior to the camp taking place, the school will manage parent refund on a case-by-case basis.

Where the Principal has decided to return a student home early from a camp, the school will only be able to refund payments for items or costs that have not already been paid or committed to a third party, unless the third party agrees to provide a refund. However some costs may be refundable through an insurance application, depending on the camp and the reason for the refund request. Where possible, we will provide parents with information about insurance cover at the time of camp payment.

### **Refunds – Excursions**

Generally, we will not be able to refund payments made for costs that have already been paid or committed to a third party, where no refund is available to the school. For example, the cost of transportation or entry fees to an activity.

However, students who provide documentation in the form of a medical certificate or a statutory declaration stating they were sick on the day of the excursion will have payment fully refunded. Students who are withdrawn from an excursion without notice by the Principal, prior to the excursion taking place will also be given a full refund.

**Cancellation of camp/excursion**

A full refund will be given to families in the event that a camp or excursion is cancelled.

All refunds will be paid to the Family Account. Families requesting reimbursement must provide bank account details. Schools are unable to provide cash reimbursements.

**Evaluation and review cycle**

This policy will also be reviewed as part of the College's regular policy review process.

<b>Date Created</b>	October, 2018
<b>Approved By</b>	School Council
<b>Approval Date</b>	16 October 2018
<b>Author</b>	Assistant Principal
<b>Responsible for Review</b>	Assistant Principal
<b>Next Review Date</b>	October 2020
<b>References</b>	

**Attachment 1**



**MountClear** College

59 Olympic Avenue, Mount Clear Victoria 3350  
Telephone: (03) 5330 1500  
Facsimile: (03) 5330 2670  
Email: [mount.clear.sc@edumail.vic.gov.au](mailto:mount.clear.sc@edumail.vic.gov.au)

Web: [www.mtclearsc.vic.edu.au](http://www.mtclearsc.vic.edu.au)

Date

Address

Dear.....

Thanks for returning your permission slip for the ..... camp which leaves on .....

In your original camp package, you were provided with a copy of our Camps and Excursions Payment and Refund Policy which states that the camp deposit must be paid in full on return of the permission slip.

A number of options for support for payment of camps is available to you. Families who are experiencing financial hardship may contact the Student Welfare Support team (SHAAC) to discuss how the school can support your child to attend camp. Alternatively, you may arrange a meeting with the Business Manager to set up a payment plan which extends beyond the camp start date.

If you do not require support to pay for this deposit we ask that you attend to payment as soon as possible, your child's place on this camp is not secured until deposit is paid.

Please call the office or the teacher organising your camp on 5330 1500 if you have any further questions.

Yours sincerely

**Lynita Taylor**  
Principal

.....  
**Camp organiser**

## Attachment 2



**MountClear**College

59 Olympic Avenue, Mount Clear Victoria 3350

Telephone: (03) 5330 1500

Facsimile: (03) 5330 2670

Email: [mount.clear.sc@edumail.vic.gov.au](mailto:mount.clear.sc@edumail.vic.gov.au)

Web: [www.mtclearsc.vic.edu.au](http://www.mtclearsc.vic.edu.au)

Date

Address

Dear.....

Please find attached a copy of your family statement showing a balance owing on the ..... camp which leaves on .....

In your original camp package, you were provided with a copy of our Camps and Excursions Payment and Refund Policy which states that all camps must be paid in full prior to the camp start date.

A number of options for support for payment of camps is available to you. Families who are experiencing financial hardship may contact the Student Welfare Support team (SHAAC) to discuss how the school can support your child to attend camp. Alternatively, you may arrange a meeting with the Business Manager to set up a payment plan which extends beyond the camp start date.

If you do not require support to pay for this camp, we ask that you attend to payment as soon as possible.

Please call the office or the teacher organising your camp on 5330 1500 if you have any further questions.

Yours sincerely

**Lynita Taylor**  
Principal

.....  
**Camp organiser**