



REGENT COLLEGE

Refunds Policy

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REFUNDS POLICY

RATIONALE

At Regent College we value respect, honesty, compassion, responsibility and courage. Regent College seeks to promote a respectful culture within the College Community to ensure that it creates a learning environment that is safe, positive and supportive.

SCOPE

This policy applies to all students, parents, staff and visitors.

POLICY STATEMENT

Regent College is committed to providing fair and transparent financial management practices.

It is our policy to:

- Provide refunds where relevant.

EXCURSIONS AND EVENTS

For compulsory excursions where costs are included tuition fees, refunds will not be available.

For excursions which are an additional cost, refunds for non-attendance will be given where possible in consideration of the following:

- If the cost is incurred by the school regardless of attendance, or insufficient notice is given, no refund will be given;
- If non-attendance is due to suspension or poor behaviour no refund will be given.

TUITION FEES

Refunds are only available when a student withdraws from the College where tuition fees have been paid in advance and a full term's written notice is given.

See General Terms and Conditions for further details.

UNIFORM

The uniform shop cannot accept certain returns due to health requirements. The availability of fitting services is designed to prevent customers from purchasing incorrect products. Faulty products are returnable as per consumer law.

APPENDICES

Appendices relating to this policy:

Appendix 1: General Terms and Conditions

RELATED POLICIES AND DOCUMENTS

Enrolment Policy

Contract of Enrolment

Parent Code of Conduct

Privacy Policy

Complaints Handling Policy

APPENDIX 1: General Terms and Conditions

General Terms and Conditions

1. The General Terms and Conditions should be read in conjunction with the 'Contract of Enrolment' between Regent College and the Applicant (Parents).
2. Students and parents/guardians agree to actively support the College's mission, vision and values.
3. Parents agree not to bring the College's name in disrepute and to speak appropriately to all staff and other parents.
4. Student attendance is required at official College functions and all timetabled activities, including intra/inter school sporting events, camps etc. Students are expected to attend school during the published term dates in accordance with the College's Student Attendance Policy. If circumstances (other than illness) require a student to be absent from the College advance notification must be made in writing.
5. The College reserves the right to discipline students for breaches of College rules and general misbehaviour. The Principal reserves the right to suspend, or permanently exclude, a student from the College. Refer to the Appropriate Behaviour Policy.
6. Parents agree to supply the student with the correct uniform as per the College Uniform Policy.
7. Parents agree to reinforce the College's requirement for their student to abide by the Digital Technologies Acceptable Use Policy when engaging in College related activities.
8. Parents agree to provide their student with all necessary text book and stationery requirements.
9. Parents who enrol their student in the College agree to accept liability jointly and individually for the cost of restitution for any damage resulting from the wilful or negligent actions of their child.
10. An Application Fee is payable with each application for family enrolment. Following the offer of a place a Foundation Fee is payable. The College's Fees Information outlines the details of these fees.
11. A credit reference check may be conducted prior to entering the College.
12. All fees and charges are to be paid in accordance with the College's Fees Schedule as published each year. Parents or guardians are jointly and individually responsible for ensuring payment of fees and charges are made to the College in accordance with the Fees Information.
13. A student may be refused admission to a new term at the College if any fees and charges from the previous term remain unpaid and satisfactory alternative arrangements are not in place.
14. A full-term notice in writing must be given to the College before the withdrawal of a student from the College, including withdrawal at the end of the year. Failure to give such notice by the last day of any term for withdrawal no earlier than the last day of the following term will involve the payment of one term's tuition fee dating from the last day of attendance of the student. This fee will only be waived in the case of there being, in the view of the Principal or Business Manager, extenuating circumstances that could not have been anticipated leading to the withdrawal of the student. These circumstances need to be set out in the letter notifying the intent to withdraw.
15. The payment of full fees is necessary to hold a guaranteed place whenever a student is absent from the College for any period of time during the year.
16. The College reserves the right to amend these conditions and the College's Fees Information from time to time without prior notice.
17. The College accepts no liability for personal property brought to the College or a College excursion or event.
18. All students are bound by the College rules and regulations issued by the Principal from time to time.
19. Parents agree to provide the details of any mental, physical or behavioural conditions of a student enrolled at the College that may affect their learning or welfare, or the learning or welfare of another student, or the welfare of any other person at the College.
20. Parents agree to supply the College with copies of any parenting orders (including residence orders, contact orders, specific issues orders and child maintenance orders) and any other parenting plans whether registered with the Family Court or not relating to the student. Furthermore, the parents will promptly notify

the College of any changes to such orders or plans. Upon request, College communication can be provided to both parents, if living separately.

21. Parents have read and agree to the College's Privacy Policy, Complaints Handling Policy, Parent Code of Conduct, Child Safe Code of Conduct and Student Code of Conduct.
22. It is the obligation of the parent or guardian to provide the College with current and updated information including medical status of their student and health action plans.
23. Parents agree to the College sending, at parents expense, their child to hospital or a medical centre if urgent treatment is considered necessary including transport by ambulance.
24. The College reserves the right to invoice parents or guardians directly for unpaid Extra-Curricular Tuition Fees owing for students participating in the College's Extra-Curricular Tuition Programs such as Music, Mandarin and Chess. If the College exercises this right, then the debt to the College and payment to the College will discharge that liability to the Extra-Curricular Tuition provider. If the College exercises that right then the Extra-Curricular Tuition fees invoiced by the College will be treated in all respect as fees outstanding to the College including for the purposes of clause 12 of the Regent College general conditions of enrolment.