



DONCASTER
SECONDARY COLLEGE

CAMPS TOURS EXCURSIONS REFUND & STUDENT RETRIEVAL POLICY

College council will review this policy every three years or as directed by DET

Date approved: March 2018

Date of next review: 2021

There will be occasions when a student withdraws from a program, camp and /or excursion after they have made payment to the school for all or part of that activity or needs to return early from the event due to medical or other reasons including behavioral issues. Camps / Tours are run on, an at cost basis.

AIMS

- Clarify under what circumstances a refund may be payable
- Clarify parental responsibility in relation to student retrieval
- Reduce parent financial liabilities through the provision of low cost travel insurance for camps and tours..

IMPLEMENTATION

Travel Insurance Coverage for Camps and Tours

Insurance cover will be taken out on behalf of all students for tours and camps.

Please note: This policy does not cover pre-existing conditions.

The Education Department provides access to a low cost insurance policy provided by Victorian Managed Insurance Authority (VMIA). The insurance provider will determine the refund payable (if any) according to the terms and conditions of the policy.

<https://vmia-search.clients.funnelback.com/s/search.html?collection=vmia-web&query=Travel+Insurance+Schools>

Copy of the policy titled – Business Travel Insurance Policy Wording 2018 – 2019 can be found on the above web page.

Refunds and additional costs for students withdrawing prior to and during a Tour, Camp or Excursion

1. Where no cost is incurred from the provider of the service, a full refund may be payable provided that the cost for other attendees has not increased due to the withdrawal [e.g. a student's place may be filled by another student].
2. Where cost has been incurred from the provider or a cost incurred due to the increase in cost that would arise due to the withdrawal [for example the total overall cost remains the same but is divided by fewer participants] a partial refund may be provided once the additional costs have been calculated.
3. Where the College makes the decision to cancel a tour, camp or excursion due to insufficient numbers, the amount paid by the student shall be refunded in full.
4. Where a tour, camp or excursion has to be re-scheduled because of warnings, e.g. fire danger, parents are entitled to a refund of monies paid by them less any funds retained by the service provider for the cancellation or re-scheduling.
5. Where additional charges occur due to the early return of a student from a camp or tour for whatever reason, these costs will be paid by the parent. These costs may be claimable through the VMIA Insurance Policy. Depending on an overall individual assessment, a student may return unaccompanied. If the student needs to be accompanied the parent will be required to retrieve their child and pay all associated costs.
6. Please also see *Refund Policy*

[Explanatory note: camps, excursions and tours are staffed strictly according to Education Department safety and supervision requirements. The staffing ratio for camps and tours does not cover additional personnel for very rare contingency purposes for instance a student's early return home.]