

POLICY	Governance
TITLE:	Refund Policy
AREA:	Governance
RESPONSIBILITY:	Chief Executive Officer
RELATED POLICIES:	Selection Procedures Policy
DRAFTED BY:	Chief Operating Officer
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APPROVED BY:	Paddle Australia
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1. GENERAL INFORMATION

1.1 INTRODUCTION

This Policy applies to all people who have paid money to Paddle Australia for the purposes of becoming a member of the Association, registering for an event, or taking up an offer to be a member of a Paddle Australia touring party.

1.2 PURPOSE

The purpose of this Policy is to provide clarity to the Paddle Australia community on the grounds upon which refunds may be sought from Paddle Australia.

2. APPLICATION OF POLICY

This Policy should be read in conjunction with the Selection Procedures Bylaw.

As a part of its role in the administration of the sport, Paddle Australia manages a number of events and services for the paddling community. If a member of the paddling community has paid money to Paddle Australia and subsequently wishes to seek a refund, this can be sought in accordance with this policy. This policy only applies in respect of events managed or services provided directly by Paddle Australia.

A request for refund must be made in writing, stating the reason for a refund, and including any additional documentation to support the claim. Requests should be emailed to info@paddle.org.au, including any necessary attachments.

2.1 MEMBERSHIP

A full refund of the membership fee payable to Paddle Australia and the State Paddle Association at the time of registration may be obtained, less a 10% administration fee (minimum of \$10) where:

- A current medical certificate is received;
- The request is received in writing by Paddle Australia within 30 days of membership registration being submitted; and
- The member has not participated in any competitions or events administered by either Paddle Australia or one of the State Member Associations subsequent to taking out the membership.

The refund of any amount paid to Clubs at the time of registration will be determined by the relevant Club and is outside the scope of this policy

2.2 EVENT ENTRIES

Event entries will be refunded in full, less a 10% administration fee (minimum \$10) where:

- The request is received prior to the competition entry closing date and time; or
- Where the request is not received prior to the competition entry closing date and time, it is accompanied by a current medical certificate.

2.3 NATIONAL TEAMS

Where an athlete is selected to take part in a National Team administered by Paddle Australia and pays to Paddle Australia any form of fee, including the Athlete Support Levy, in relation to participation in a tour associated with that National Team, that levy or fee will only be refunded where:

- The athlete withdraws from the tour more than 30 days from the departure date for the tour; and
- A current medical certificate that excuses them from the tour is received.

To the extent that Paddle Australia has already expended any part of that levy or fee towards the organisation of the tour, that part of the levy or fee will not be refundable.

Paddle Australia reserves the right to alter the Refund Policy at any time without notice.

2.4 EVENT CANCELLATION

If a member of the paddling community has paid money to Paddle Australia for a competition or event administered by either Paddle Australia or one of the State Member Associations, a refund will be paid if that competition or event is subsequently cancelled, subject to the following:

1. A full refund will be payable, less any transaction fees incurred during either the registration for the event or the processing of the refund;
2. If the competition or event is cancelled due to a force majeure event, including a pandemic, no refund will be payable;

If the competition or event is postponed to a later date, an option will be provided to either transfer registration to the later date or to request a refund in accordance with this section, 2.4.