

POLICY	Governance
TITLE:	2023 ICF Canoe OR World Championships Refund Policy
AREA:	Sport Operations
RESPONSIBILITY:	Event Director
DRAFTED BY:	SOM
DATE APPROVED:	16 May 2023
APPROVED BY:	Paddle Australia

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1. GENERAL INFORMATION

1.1 INTRODUCTION

This Policy applies to all people (“registered athletes”) who have paid money to Paddle Australia for the purposes of entering to compete in the 2023 ICF Canoe Ocean Racing World Championships (“The Championships”) in Perth, Western Australia from the 30 November – 3 December 2023.

1.2 PURPOSE

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

2. APPLICATION OF POLICY

If a registered athlete in The Championships 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 The Championships which is managed and delivered in accordance with the Host Agreement (“The Agreement”) with the International Canoe Federation (ICF).

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 tara.mcelduff@paddle.org.au, including any necessary attachments.

2.1 EVENT ENTRIES

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

- Prior to the close of entries, the request is accompanied with evidence that despite best endeavours, the registered athlete was unable to secure a boat rental from any rental provider or a third party for the purposes of competing in The Championships; or
- When the request is received after the close of entries, the request is accompanied by a medical certificate.

2.2 EVENT CANCELLATION

If The Championships is cancelled by Paddle Australia within 12 months of the commencement date, a full refund will be payable less any transaction fees incurred during either the registration for The Championships or the processing of the refund in accordance with The Agreement.

If by reason of any Force Majeure Event, Paddle Australia is prevented from or delayed in delivering The Championships no refund of event entry fees will be payable to the registered athletes in The Championships.