

# Pol. 002 SWA Refund Policy

**Effective Date: 22<sup>nd</sup> February 2023**

## 1.0 Background

This Policy sets out the circumstances under which a member of Swimming WA may seek a refund for payment made through the relevant online system. The Swimming WA Refund Policy has been prepared in accordance with Australian Consumer Law.

This policy sets out the process to request a refund, the conditions that will permit a refund to be approved and the timeframe for an approved refund to be processed.

## 2.0 Membership Refund Policy

Under Australian Consumer Law, Swimming WA has no obligation to refund membership fees regardless of the timeframe after, or circumstances in which a member determines that they no longer wish to remain a member. Swimming WA only has an obligation to refund membership payments or part thereof where a technical error has been proven to have occurred through the registration system, resulting in a negative financial effect on the user (eg. If a transaction is debited twice due to a systems error). Therefore, Swimming WA will not provide a refund for membership fees under any circumstance, except that in which a technical error can be demonstrated.

Clubs may choose to refund a component of membership fees by cash, cheque or EFT to their members. If a club chooses to reimburse a member for the entire membership fee they have paid (including Swimming Australia's and Swimming WA's fee portions), the club cannot claim reimbursement from the above-mentioned organisations for those fee portions.

## 3.0 Membership Refund Procedure

In the event a member experiences a technical error while performing a membership transaction which results in the member having fees debited from them more than once, the member should contact Swimming WA to arrange the reimbursement/reversal of the duplicate transaction. Proof of fees being debited more than once must be provided to claim reimbursement (eg. Copy of credit card or banking statement with all fields redacted with the exception of the relevant transaction).

## 4.0 Event Entry Fees Refund Policy

Swimming WA will only provide a refund for entry fees in either pool or open water swimming competitions in the following situations:

1. Illness or injury prevents an athlete from competing, or
2. A technical error has been proven to have occurred on the meet entry system, resulting in a negative financial effect on the user.

A medical certificate covering the days in which the member was intending to swim is required to claim a refund for Part 1. above. If a medical certificate cannot be provided, Swimming WA reserves the right to reject the refund request.

## 5.0 Event Entry Fees Refund Procedure

To request a refund because of illness or injury, please contact the following at Swimming WA.

For open water swim events contact [ows@wa.swimming.org.au](mailto:ows@wa.swimming.org.au)

For Swimming WA pool meet events, contact [waswim@wa.swimming.org.au](mailto:waswim@wa.swimming.org.au)

Your request for a refund should provide the following:

1. A medical certificate, clearly covering the days in which the member intended to swim
2. The name of the meet entered
3. The event the swimmer withdrew from
4. The swimmer's name and contact details

The refund of entry fees will primarily be refunded to the credit card which was used for the initial transaction.

In the event a member experiences a technical error while performing an online meet entry transaction which results in member fees debited from them more than once, the member can claim reimbursement/reversal of the duplicate transaction from Swimming WA. Proof of fees being debited more than once must be provided to claim reimbursement (eg. Copy of credit card or bank statement with all fields redacted with the exception of the transaction).j

## 6.0 Event Ticket Sales Refund Policy

Tickets to Swimming WA events are generally sold online via an external ticketing agent's ticketing portal. If a refund is required when tickets are purchased via a ticketing agent's ticketing portal, refunds are only granted by the ticketing agent in accordance with the ticketing agent's conditions of sale.

## 7.0 Cancelled Meet/Event

Where Swimming WA cancel or postpone a meet or event, a refund or credit for a future event will be offered to entry holders.

To request a refund or credit, please contact the following at Swimming WA.

For open water swim events contact [ows@wa.swimming.org.au](mailto:ows@wa.swimming.org.au)

For Swimming WA pool meet events, contact [waswim@wa.swimming.org.au](mailto:waswim@wa.swimming.org.au)

## 8.0 Review History of Document

Version	Date adopted	Review frequency
1.0	23 <sup>rd</sup> February 2023	Annually