

# CUSTOMER REFUND PROCEDURE

## Customer Refund

South Australian Little Athletics Association (SALAA) will provide customer protection against unforeseen and extenuating circumstances whereby a refundable amount of monies may be sought for all Association registration, clinic/development, and event fees; or in the event of an unauthorised transaction processed by SALAA.

All Clubs affiliated to SALAA can only allocate refunds at Club level but can do so at their own discretion.

### Refunds for Membership may be considered when:

- Medical grounds
  - A doctor's letter on letterhead indicating reason for non-participation.
  - Prior to or within two (2) meets.
- Non-medical reasons
  - Has attended no more than one (1) meet.

Amounts paid by Sports Vouchers will not be refunded as they are a Government initiative, and no cash is outlaid on the Athlete's behalf.

### Refunds for an event, clinic or program may be considered when:

- Cancellation of an Association event, clinic, or program due to Association Weather Policies
  - Full refund for days cancelled.

## Non-Refundable

### The following conditions will **NOT** be considered for refund:

- Registration Fees where the Athlete has attended one (1) or more meet.
- Registration Fees where the refund is requested thirty (30) days or more after the Athlete last attended a meeting at the registered Club.

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- Registration and subsequent non-participation in an Association event.
- Association clinics and programs within five (5) business days of commencement.

### Procedure

Complete the Refund Request Form, attach any relevant paperwork and return these to SALAA by email to [accounts@salaa.org.au](mailto:accounts@salaa.org.au) or [office@salaa.org.au](mailto:office@salaa.org.au).

**Membership Refund:** Once the form is received, SALAA will consult with the associated Club as to whether they will offer a refund, and if so, the amount to be refunded. If the request is approved, the refund, less an admin fee, will either be processed into the customer's bank account as supplied on the Refund Request Form or through the Registration Portal.

**Event, Clinic or Program Refund:** SALAA will assess the request and if approved, the refund will either be processed into the customer's bank account as supplied on the Refund Request Form or through the Registration Portal.

SALAA reserves the right to waive the refund policy at its sole discretion and at any time. Applications must be presented in writing to the CEO. Such waivers shall generally be in response to extenuating or highly unusual circumstances.

**South Australian Little Athletics Association**



**Refund Request Form**

**FORM ID**

**Date**

**Centre**

**Athlete Name**

**Family Name**

**Athlete Age Group**

**Phone**

**Email**

**Requester Name:**

**Requester Signature:**

Tick the reason for refund and attach / outline relevant information

**Medical refund**

**Non-medical refund**

Doctors clearance

? Outline reason

**Event:**

**Reason for Refund:**

**Customer Bank Details**

Name on Account

BSB

Account Number

**CENTRE USE ONLY**

**SALAA USE ONLY**

Number of meets:

\$

\$

Centre Fee

Less Admin Fee

Total Centre refund

SALAA Registration

Less Admin Fee

Total SALAA refund

Approved by:

Date:

Approved by:

Date: