



HORNSBY SWIM CLUB REFUND POLICY

BACKGROUND

The Hornsby Swim Club (HSC) Refund Policy has been prepared to communicate the circumstances under which a member of HSC may seek a refund for payments made through the national online system. The HSC Refund Policy has been prepared in accordance with Australian Consumer Law.

This policy is applicable to all persons who access the HSC website and national online system provided by Swimming Australia for the purpose of purchasing any of the following items from HSC:

1. online membership payments
2. event entry fees

REFUND STATEMENTS

Membership Refund Policy

Under Australian Consumer Law HSC 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. HSC only has an obligation to refund membership payments or part thereof where a technical error has been proven to have occurred on the national online registration system, resulting in a negative financial effect on the user (e.g. if a transaction is debited twice due to a system error). Therefore, HSC will not provide a refund for membership fees under any circumstances except that in which a technical error can be demonstrated.

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 can claim reimbursement/reversal of the duplicate transaction(s) from Swimming Australia. The member, or a representative from the member's club, can contact Swimming NSW (admin@nsw.swimming.org.au) or Swimming Australia (support@swimming.org.au) to claim reimbursement.

Event Entry Fees Refund Policy

HSC will provide a refund for entry fees in situations where:

- a. illness or injury prevents an athlete from competing, or
- b. a technical error has been proven to have occurred on the national online meet entry system, resulting in a negative financial effect on the user, or
- c. the relevant meet is cancelled.

A medical certificate covering the days in which you were intended to swim is required to claim a refund for part “a” above. If a medical certificate is not or cannot be provided, HSC reserves the right to reject the refund request.

All requests for refunds will be considered, whether they fit into the above categories or not, but there are many other reasons for which HSC may choose to reject a refund request including, but not limited to:

- 1. entering the wrong event***
- 2. entering another meet on the same day***

Event Entry Fees Refund Procedure

To request a refund, contact the Race Secretary at HSC via email at hornsbysracesec@gmail.com, and optionally also request through the national online system. If requesting a refund due to illness or injury, you should provide the following to request a refund:

1. a medical certificate, clearly covering the days in which the swimmer was intended to swim
2. the name of the meet entered
3. the swimmer’s name and club

The refund of entry fees will usually be performed through the national online system. If it cannot be performed this way for some reason, we will organise an alternative payment method.

In the event a member experiences a technical error while performing an online meet entry transaction which results in the member having fees debited from them more than once, the member can claim reimbursement/reversal of the duplicate transaction(s) from Swimming Australia. The member, or a representative from the member’s club, can contact Swimming NSW or Swimming Australia to claim reimbursement.

In the event a meet is cancelled, all entry fees will be refunded through the national online system without any action required by swimmers or their families.

Review: This policy will be reviewed annually by The Club's Management Committee to ensure that it remains current and effective.