



# REFUND POLICY

## PURPOSE OF THIS POLICY

This Refund Policy documents the circumstances under which an individual may seek a refund from Swimming Queensland (SQ). This policy is prepared in accordance with Australian Consumer Law.

The 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.

## 1. REFUND SCENARIOS

The following section provides details of the various scenarios that may support a request for a refund:

### a. System Error

In the event of a technical error with Swim Central, SAL will refund the transaction either in full or relevant part thereof. In some cases evidence of the error may be required if the payment is disputed by SAL. For example, evidence of an item being debited to a bank account more than once may be required to be provided to request a refund if there is no corresponding record on Stripe. Evidence may be in the form of a copy of credit card statement or bank statement that demonstrates the error. To ensure the privacy of the card/account holder, any personal information or transactions not relevant to the error should be hidden or removed.

### b. Membership

SQ will provide a refund for membership fees if a system error can be demonstrated.

Extraordinary requests for consideration can be made by providing details to support the refund request to SQ.

Swim Central is not capable of processing partial refunds or partially approved refunds. Should clubs choose to refund or reimburse a member for their own component of membership fees or the entire membership fee (including Swimming Australia's, SQ's and their region's fee portions), the club cannot claim reimbursement from the above-mentioned organisations for those fee portions. In this instance, the refund or reimbursement would need to be completed by cash, cheque or EFT direct to their members.

### c. Meet / Event Entry Nominations

If a swimmer is unable to compete in a SQ meet / event due to a medical condition or injury a refund will be considered if requested, depending on the circumstances. A medical certificate must accompany the request for a refund. If a medical certificate cannot be produced SQ may refuse a refund.

Requests for refunds from meets / events not hosted by SQ should be directed to the relevant Meet / Event Organiser.



**d. Cancelled Meet / Event**

A refund will be approved when a Meet / Event has been cancelled by the Meet / Event Organiser. The refund will be made by the Meet / Event Organiser directly.

**e. Meet / Event Entry Tickets**

Meet / Event Entry Tickets are sold online through a ticketing agent and at the front gate. Refunds for Entry Tickets purchased via the ticketing agent will only be approved by the ticketing agent, in accordance with their conditions of sale. Refund requests for Meet / Event Entry Tickets purchased at the front gate must be made on the day tickets are purchased by contacting SQ at the front gate and providing details to support the refund request.

**f. Other Reason (not covered above)**

Refunds for reasons other than those covered in the above scenarios will be considered on a case by case basis by SQ.

**2. DISPUTED TRANSACTIONS**

If an individual has disputed a transaction and received a refund from their bank, they will no longer have access to the privileges that would have been available to them associated with that membership / meet / event / ticket payment.

**3. REQUESTING A REFUND**

All other refund requests are to be made by contacting the SQ office and providing details to support the refund request.

**4. REFUND PROCESSING**

All refunds will be processed within 2 weeks of being approved. These refunds may be performed online or via credit card and may require credit card details. Please note timeframes are subject to receiving approval by all responsible parties and the processing times for the respective financial institutions.