



## **REFUND POLICY**

This Refund Policy documents the circumstances under which an individual may seek a refund from Samford Amateur Swim Club (SASC). 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.

SASC is a not-for-profit organisation run by a committee of volunteers. Our membership fee payable comprises of fees payable to Swimming Queensland to remain an accredited swim club (which includes necessary insurances required for the swim club to operate). The membership fee also contributes towards the running of all SASC events including the weekly club nights. As such, SASC will not provide a refund for membership fees under any circumstance except that in which a system error can be demonstrated as outlined below.

### **Refund Scenarios**

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

1. **System Error**

In the event of a technical error with the SASC Membership and Online Payment System, SASC 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 SASC. 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. 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.

2. **Cancelled Meet / Event**

A refund may be provided when an SASC organised Meet/Event has been cancelled by SASC.

3. **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.