

## Australian Masters Games Refund Policy

As at January 2019

### POLICY INFORMATION

The aim of this policy is to provide an outline of the participant withdrawal, refund and transfer of registration process and procedures for the Australian Masters Games (AMG).

Participant refers to registered Competitors, Non Playing Officials and Supporters.

By registering in and completing the payment of fees for participation in the AMG, participants accept that financial commitments, planning and other related commitments are made by the Organiser under the expectation of their planned participation. Therefore, it is accepted through registration into the AMG that refunds for withdrawal are not possible in all circumstances due to such commitments and expectations created after the point of registration.

### REFUNDS & WITHDRAWALS

Request for refund may be considered at the discretion of the Organiser for instances of personal injury, illness or family caring responsibilities arising from the injury to, illness of or passing of an immediate family member that results in an individual no longer being able to attend desired AMG activities, subject to the following conditions:

1. All requests for refund must be submitted in writing to the [Registrations Team](#) no later than 5.00pm (AEST) Monday 16 September 2019.
2. All requests for refund will be assessed, and if deemed eligible, the participant may be granted a refund of fees paid, less \$30.00 administration fee.
3. Requests for refund received after 5pm (AEST) Monday 16 September 2019 will not be considered under any circumstances\*, unless and to the extent the Organiser is required to provide a refund or payment at law.

\*A partial refund request may be considered beyond the above listed date for horse based sport entries such as Equestrian, Equestrian Carriage Driving, Horse Polo and only in the instance of an illness or injury that results in the participant's horse being unavailable for competition. A detailed veterinarian assessment overview is required to accompany all written requests for refund. This refund statement is not valid for:

- Injuries or illness to riders/competitors.
- Injuries and illness that occur inside the Games competition period of 5 - 12 October 2019.

4. All required supporting documentation MUST be submitted with the written refund request.
5. All participants applying for a refund will be advised in writing of the outcome of their request.
6. Refunds will not be granted or considered for participants who have:
  - had a change in employment circumstances resulting in their inability to attend the AMG
  - had a cancellation of or non-approval for annual leave resulting in their inability to attend the AMG
  - had a change in financial circumstance since registering
  - other non-specific changes in personal circumstance
  - changed their mind and simply no longer wish to compete
  - any other reason for seeking a refund outside of a personal injury, illness or family caring responsibilities arising from the injury to, illness of or passing of an immediate family member.
7. Where a participant is not eligible for a refund of registration fees, a request to transfer fees to a replacement participant may be made. Please refer to 'Transfer of Registration fees' information below.

## TRANSFER OF REGISTRATION FEES

Requests may be made to transfer registration fees paid from one withdrawing participant to a replacement participant.

1. All requests for transfer must be submitted in writing to the [Registrations Team](#) no later than 5pm (AEST) 16 September 2019.
2. A \$30.00 (inc gst) administration fee will be applied to all transfers.
3. Personal information for the replacement participant must be submitted at the time of transfer request, in order for a registration fee transfer code to be issued. Payment codes will be issued to the value of original registration payment, less a \$30.00 administration fee. The original participant's registration into AMG will be withdrawn at this time.
4. All participants applying for a transfer will be advised in writing of the outcome of their request.
5. All transfer applications must be made directly to AMG and not through any supported or associated Organiser.
6. All transfer requests are subject to sport entry requirements, and are approved at the discretion of the Organisers.

## OTHER RELATED POLICIES

- 17AMG Terms and Conditions of Entry