



# CUSTOMER REFUND PROCEDURE

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**EXTERNAL USE**

# CUSTOMER REFUND PROCEDURE

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# CUSTOMER REFUND PROCEDURE

## Customer Refund Procedure Foundation

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**Purpose** The purpose of this procedure is to ensure customer protection against unforeseen and extenuating circumstances is provided to SALAA members by the provision of refunds.

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**Scope** **In scope** of this document include:

- Association Registration.
- Clinic/development fees.
- Event fees.
- Unauthorised transaction processed by SALAA.

**Out of Scope** include:

- Pandemic Refunds (see Pandemic Refund Procedure).

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**Intended User** The intended users of the Customer Refund Procedure are:

- SALAA Board, Management Team, Employees, Contractors and Volunteers.
- Affiliated Clubs Committees and Volunteers.
- Athletes.
- Parents and Guardians.
- Coaches.
- Officials.

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# CUSTOMER REFUND PROCEDURE

## 1. Customer Refund Procedure Expectations

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### Principles

The principles surround in the implementation of this Procedure are:

- Consistency of application of Procedure.
  - Fairness and transparency.
  - Consideration of personal circumstances of members.
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### Commitment

SALAA are committed ensuring they support members in extenuating circumstances and operate as a socially responsible organisation, while maintaining financial sustainability for the association and affiliated clubs.

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# CUSTOMER REFUND PROCEDURE

## Responsibilities and Delegations

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**Chief Executive Officer (CEO)** is responsible for:

- Ensuring all refund conditions are adhered to.

**Finance Manager** is responsible for:

- Ensuring all refunds are processed within 7 days from request.
- Adhering to all conditions that relate to refunds.
- Responding to all refund applications.

**SALAA Members** are responsible for:

- Requesting a refund via email.
- Providing any documented evidence as requested.

**SALAA Clubs** are responsible to:

- Direct members to SALAA.
  - Define and communicate refund details for any club portions of fees.
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# CUSTOMER REFUND PROCEDURE

## 2. Procedure Details

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### 2.1 Refund Conditions

#### Refunds for Membership

Refunds for Athlete Membership may be considered on:

- Medical grounds
    - A doctor's letter on letterhead indicating reason for non-participation.
    - Prior to or within two (2) meets following payment.
  - Non-medical reasons
    - Has attended no more than one (1) meet in the current season.
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#### Refunds for a Competition, Clinic or Program

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

- Cancellation of an Association event, clinic, or program due to Association Weather Policies.
    - A full refund will be provided for days cancelled.
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#### Non-Refundable

The following conditions will NOT be considered for refund:

- Registration Fees where the Athlete has attended two (2) or more meets.
  - Registration Fees where the refund is requested thirty (30) days or more after the Athlete last attended a meeting at the registered Club.
  - Registration and subsequent non-participation in an Association event.
  - Association clinics and programs within five (5) business days of commencement.
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## Sports Vouchers

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.

## 2.2 Process for Refunds

### Requesting a Refund

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

### Membership Refund

Once the form is received the following will occur:

Step	Action
1.	<b>Consult</b> with the relevant club as to whether they will offer a refund.
2.	<b>Determine</b> the amount to be refunded (in consultation with the club).
3.	<b>Determine</b> if refund is to be offered and communicate the reason to Member if it is not.
4.	<b>Refund</b> the monies either through the registration portal or into the bank account (details as supplied) if the registration portal is not applicable.

All refunds will be less the administration fee.

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### Event, Clinic or Program Refund

Once the form is received the following will occur:

Step	Action
1.	<b>Assess</b> the request.
2.	<b>Determine</b> the amount to be refunded (in consultation with the club).
3.	<b>Determine</b> if refund is to be offered and communicate the reason to Member if it is not.
4.	<b>Refund</b> the monies either through the registration portal or into the bank account (details as supplied) if the registration portal is not applicable.

### Waiving the Policy

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.



# CUSTOMER REFUND PROCEDURE

## 3. Definitions and References

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### 3.1 Definitions

Definitions Nil.

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### 3.2 Referenced Documents

Associated Documents

- Pandemic Refund Procedure.
- Finance Policy.

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