SOUTH AUSTRALIAN LITTLE ATHLETICS ASSOCIATION

Member Refund Policy and Procedure

1. Purpose

This policy explains when LASA provides refunds and the procedure explains how to request one.

2. Scope

This policy and procedure cover LASA membership fees, competition entry fees, and fees for academies, clinics, courses and other development programs.

This policy and procedure do not limit rights under the Australian Consumer Law.

3. Policy

3.1 Membership refunds

Medical grounds

An athlete who cannot participate because of illness or injury may request a refund. A medical certificate or letter from a registered medical practitioner is required.

Non-medical grounds

- **Two or fewer home meets attended:** The LASA portion of the membership fee will be refunded on request, less any applicable administration fee.
- **Three or more home meets attended:** Refunds will not be provided, except in exceptional circumstances.

3.2 Competition refunds

Withdrawals

- **Before entries close:** The entry fee will be refunded, less any applicable administration fee.
- **After entries close, or if an athlete does not compete:** Refunds will generally not be provided.

Medical or exceptional circumstances

Refunds may be considered at any stage where medical or exceptional circumstances prevent participation. LASA may request supporting documents.

Cancellations and postponements

- **Competition cancelled by LASA:** Affected entry fees will be refunded.
- **Part of a competition cancelled:** Fees for affected events or entries will be refunded, as appropriate.
- **Competition postponed:** Entries will transfer to the new date. Athletes who cannot attend may request a refund.

These rules include weather-related cancellations under Australian Athletics' Weather Policy.

3.3 Academies, clinics, courses and other development programs

These rules apply to single-session clinics and multi-session programs, including academies.

Withdrawals before the first session

- **At least five working days' notice:** A full refund will be provided, less any applicable administration fee.
- **Less than five working days' notice:** Refunds will be considered individually.

Withdrawals after the program starts

- **Multi-session programs:** Refunds may be considered individually, based on the scheduled sessions remaining.
- **Once two-thirds or more of the scheduled sessions have been completed:** Refunds will generally not be provided.
- **Single-session clinics or programs:** Refunds will generally not be provided once the session has started.

Medical or exceptional circumstances

Refunds may be considered at any stage where medical or exceptional circumstances prevent participation. LASA may request supporting documents.

Cancellations and postponements

- **Academies, clinics, courses and other development programs cancelled by LASA:** Affected participant fees will be refunded.
- **Part of an academies, clinics, courses and other development program cancelled:** Fees for affected participants will be refunded, as appropriate.
- **Academies, clinics, courses and other development programs postponed:** Participants will transfer to the new date. Athletes who cannot attend may request a refund.

3.4 Exceptional Circumstances

The CEO may approve refunds outside these conditions in exceptional circumstances, subject to LASA's financial delegations and applicable law.

4. Procedure

Complete the relevant Refund Request Form and email it to office@salaa.org.au with any supporting documents.

LASA will assess the request and advise the applicant of the outcome. Approved refunds will be paid through the original payment method where possible, or by bank transfer.

An administration fee may be deducted only if it was disclosed at registration or booking and is permitted by law.

5. Sports Vouchers

Fees paid using South Australian Government Sports Vouchers cannot be refunded as cash to members. Any adjustments will follow the Sports Voucher program requirements.