



# PANDEMIC REFUND POLICY

| Version | Date Reviewed             | Date Endorsed              | Content Reviewed/Purpose |
|---------|---------------------------|----------------------------|--------------------------|
| 1       | 1 <sup>st</sup> Sept 2020 | 28 <sup>th</sup> Sept 2020 | Authorised by Board.     |
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# PANDEMIC REFUND POLICY

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# PANDEMIC REFUND POLICY

## 1. Pandemic Refund Policy Foundation

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**Purpose** The purpose of this policy is to outline the conditions under which a refund will be offered in the case of a pandemic causing cancellation of SALAA activities.

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**Scope** **In Scope** of this policy is:

- The SALAA Association component of summer season membership fees.

**Out of Scope** is any portion of the club's fees.

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**Authorised Users** The authorised users in applying this policy are:

- The parents or guardians of athletes
- SALAA Finance Manager or delegate
- SALAA CEO

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## PANDEMIC REFUND POLICY

### 2. Pandemic Refund Policy Expectations

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#### SALAA's Policy Statement

SALAA is committed to honesty and integrity in all aspects of its financial management processes.

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#### Principles

The following principles are required when applying this policy:

- Refunds are only considered if the state or federal government places conditions which cause cancellation of SALAA activities due to pandemic conditions.
  - Cancellation of activities is for a period of one calendar month or longer.
  - Pro rata the refund based on the number of weeks of the summer season missed.
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#### Responsibilities and Delegations

The responsibilities and delegations are as follows:

**SALAA Board** is responsible for:

- The setting of the policy conditions.

**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.

**SALAA Members** are responsible for:

- Requesting a refund via email to [accounts@salaa.org.au](mailto:accounts@salaa.org.au).

**SALAA Clubs** are responsible to:

- Direct members to SALAA.
  - Define and communicate refund details for club portions of fees.
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## PANDEMIC REFUND POLICY

### 3. Pandemic Refund Policy Standards

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#### Summer Season Fees

The summer season fees:

- Set at the beginning of each season.
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#### Exclusions of this Policy

The exclusion to this policy is the Winter Season. The Winter Season is provided as a value add and does not make up any part of the SALAA Association fees, therefore is not available for refund.

Any club fees that are set, refer to individual clubs for details.

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#### Non-Refundable Components of Fees

The non-refundable components of fees are:

- SALAA administration fee.
  - Little Athletics Australia (LAA) fee component (as set by LAA for the current season).
  - Sports Vouchers.
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#### Calculation of Refund

The calculation of a refund is as follows:

1. SALAA Association fee **minus** SALAA administration fee **minus** LAA fee **equals** the remaining fee amount.
  2. The remaining fee amount will be **divided** by the number of weeks the season spans and **multiplied** by the number of weeks cancelled.
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# PANDEMIC REFUND POLICY

## 4. Definitions and References

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Pandemic  
definition

A pandemic is the worldwide spread of a new disease.  
(WHO 2010)

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