



## REFUND POLICY

This Refund Policy sets out the circumstances under which a person may seek a refund from Athletics Australia. It is subject to the *Australian Consumer Law* and nothing in this policy seeks to exclude a person's right to a refund/remedy (in part or in full) under the *Australian Consumer Law*.

### Requesting a refund

Any request for a refund must be made in writing, stating the reason for why it is sought and include any additional documentation to support the claim. Requests should be made to [athletics@athletics.org.au](mailto:athletics@athletics.org.au).

Athletics Australia may request certain proof of purchase, verification of identification or other supporting information prior to or while considering any request for a refund.

### Education Courses

Member Associations collect fees for various education courses. Any refunds requested in relation to such education courses must be requested through the relevant Member Association in line with their respective policies and any applicable terms and conditions.

### Event tickets

Where an event is postponed or cancelled Athletics Australia tickets will only be refunded as required under the Australian Consumer Law or otherwise at the discretion of Athletics Australia.

Where a person has purchased a ticket to an event and can no longer attend due to unforeseen or exceptional circumstances, they may request a refund using the process described above. Such requests will be considered by Athletics Australia on a case-by-case basis and if approved will be processed to the original payment method, less an administration fee of 10% of the ticket fee. Athletics Australia will reject change of mind refund requests.

Should the terms and conditions applicable to any event conflict with this Refund Policy, the terms and conditions applicable to the relevant event shall prevail.

### Membership fees

Any request for a refund of coach membership fees must be made by the relevant member via the process described above. Coach membership refund requests will be considered by Athletics Australia on a case-by-case basis. Athletics Australia may at its absolute

discretion, accept or reject a coach membership refund request, subject to the Australian Consumer Law.

Where Athletics Australia has agreed to pay a coach membership refund, the amount to be refunded will be determined on a pro rata basis less an administration fee of 10%.

### Merchandise Refunds

Participants or members of the general public, who purchase Athletics Australia merchandise or other products from TLA Teamwear will be bound by the applicable terms and conditions determined by TLA Teamwear from time to time (for further information, see TLA Teamwear's website <https://www.tlateamwear.com.au/terms-conditions/>).

Participants or members of the general public, who purchase merchandise or goods directly from Athletics Australia, may request a refund via the process described above. Such refund requests will be considered by Athletics Australia on a case-by-case basis, subject to Australian Consumer Law.

### National Competitions

Requests for refunds of entry fees to national events operated by Athletics Australia will only be considered when Athletics Australia collects the entry fees directly from participants. Such refund requests can only be made where a nomination fee has been paid but an entry is not confirmed in the field. National event refund requests will be considered by Athletics Australia on a case-by-case basis, subject to Australian Consumer Law.

Athletics Australia is not responsible for refunds to national events for which entry fees have been paid directly to a third-party event organiser or a Member Association of Athletics Australia. In this case, the request for a refund should be directed to the relevant third-party event organiser or Member Association.

Costs incurred for travel to an AA event including but not limited to VISA application fees, flights, accommodation, ground transport are the responsibility of the athlete or patron (as applicable).

### General

Athletics Australia is not obligated to provide a refund simply because the purchaser of the relevant good or service has had a change of mind or has otherwise made a wrong decision in relation to their purchase.

Subject to any rights available to the purchaser of the relevant good or service under law, the purchaser must comply with any reasonable instructions or deadlines determined by Athletics Australia in relation to any request for a refund.

Athletics Australia reserves the right to alter this Refund Policy at any time without notice.