

<b>Document Name</b>	Athletics NSW Refund, Deferral and Transfer Policy
<b>Date of Issue</b>	25 May 2022
<b>Policy Coverage</b>	Sydney Half, Fernleigh 15, World Cross Country Fun Run/Pit Lane Mile
<b>Date of Review</b>	September Each Year
<b>Controlling Body</b>	Athletics NSW

## 1 Purpose, Scope and Overview

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This policy outlines the circumstances for which a participant may request a refund after entering the following Athletics NSW events; Sydney 10, Sydney Half, Fernleigh 15, World Cross Country Fun Run/Pit Lane Mile

## 2 Related Documents

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This policy should be read in conjunction with the rules of competition for each event. In the case of a discrepancy, the competition rules will prevail.

## 3 Implementation

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### 3.1 Event Entry Refunds

Refunds will be provided in the following circumstances;

#### 3.1.1 Refund requests received prior to event day

Refunds will be processed only in case of injury or illness and **must** be accompanied by a current medical certificate. Refund requests must be received no later than the day prior to event day.

If the refund is accepted, it will be processed in full less an administration fee of 25% or \$5 (whichever is greater). Any service fees charged by the entry system are non-refundable regardless of circumstances.

#### 3.1.2 Refund requests on or after event day

Refund requests received on or after event day will not be permitted regardless of circumstances.

### 3.2 Merchandise Refunds

Participants, or members of the general public, who purchase merchandise or other additional products directly associated to the events this policy covers, will not be eligible for refunds except in cases for which the product is deemed faulty by Athletics NSW or its supplier.

### **3.3 Transfers**

- 3.3.1 Participants may transfer their entry to another participant (within the same distance and wave only) or their own entry to another event distance providing the transfer is completed via the Race Roster system no later than 5 days prior to event day. Transfers occur a \$5 administration fee.
- 3.3.2 Participants who transfer their entry 'up' a distance will be liable for the difference in fees between the amount paid and the current price of entry.
- 3.3.3 Participants who transfer their entry down a distance may be eligible for a refund between the price originally paid and the current price of entry for the new distance/event.

### **3.4 Deferrals**

- 3.4.1 Participants are unable to defer their entry to the next iteration (year) of the competition regardless of circumstances.
- 3.4.2 Participants are unable to transfer their entry for credit to another competition regardless of circumstances.

### **3.5 Cancellation**

- 3.5.1 If Athletics NSW cancels the event (or part of the event), the effected participants will be contacted within 7 working days of the cancellation with further information.
- 3.5.2 Athletics NSW reserves the right to defer the participants entry to a subsequent event.

### **3.6 Applying for a Refund**

Refunds requests must be made in writing to [competitions@nswathletics.org.au](mailto:competitions@nswathletics.org.au). Refund requests will not be accepted via phone.

The refund request must clearly state;

- The competition and date the refund request is for
- The events and age group the refund request is for
- The name of the participant
- Medical certificate (if applicable) as per clause 3.1.2

### **3.7 Timelines for processing Refunds**

Refunds will be processed within 10 business days of the request being received. Refunds will be processed onto the credit card used to process the original payment. Refund of fees by EFT can be arranged by special request only and only in exceptional circumstances.

## **4 Interpretation**

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Whether by error or omission if any of the foregoing regulations require interpretation the original intent of Athletics NSW in the framing of the subject regulation shall prevail.

## **5 Athletics NSW Discretion**

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Athletics NSW may, at its discretion, vary, amend or grant exception to this policy if they believe it is in the best interest of the event, organisation or parties to do so.

## **6 Further Information**

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For further information, please contact Athletics NSW via [competitions@nswathletics.org.au](mailto:competitions@nswathletics.org.au) or 9746 1122.