

# Athletics North Queensland

## Refund Policy

as at 1<sup>st</sup> November 2021



If a person/s is unable to attend/compete in an Athletics North Queensland activity, they may request that consideration be given for a refund. This request must be made in writing, stating the reason for a refund, and including any additional documentation to support the claim.

Requests can be emailed to [athletics@athleticsnorthqld.org.au](mailto:athletics@athleticsnorthqld.org.au) or posted to PO Box 68, Belgian Gardens, 4810

\*note that where "refund" is written, this amount will be the full fee minus \$5 (transactions under \$200), and \$10 (transactions over \$200) admin fee to cover Pin Payments and RevSport transaction fees as these fees are non-refundable to us.

Specific rules on refund can be viewed below

### Membership

A refund of the Athletics North Queensland membership fee may be issued upon receipt of a current medical certificate where:

- The request is received by Athletics North Queensland within 14 days of membership registration being submitted
- All other conditions as per above have been met

Note: Athletics North Queensland can only issue refunds for the relevant ANQ membership fees paid. Club fee refunds will be at the discretion of the club and will need to be requested directly through the relevant person at the nominated club.

### Event Entries

Event entries may be refunded where requests are received prior to the start of the competition, and these must be accompanied by a current medical certificate.

### Education Courses

- Notification of withdrawal in writing up to 30 days prior to course commencement – full refund
- Notification of withdrawal in writing up to 14 days prior to course commencement – 50% refund
- Notification of withdrawal less than 14 days – no refund\*
- Transfer to the same level course at a later date – allowed

\* Not withstanding other than extenuating circumstances such as a death in the family or similar

### Teams

Representatives in development and international team may be refunded equitably\* where;

- requests are received prior to the competition entry closing date and time
- requests received after the competition entry closing date and time must be accompanied by a current medical certificate, however the host organisation event entry component is non-refundable

\*amount will vary depending on non-refundable accommodation/travel/other booking costs

Credit will not be carried over for another event.

Athletics North Queensland reserves the right to refuse a refund when a reasonable request has not been made.

Athletics North Queensland reserves the right to alter the Refund Policy at any time without notice.