



GENERAL REFUND POLICY

Purpose of the Policy

Badminton WA recognises that there are circumstances where continuation in a program cannot proceed. The aim of this policy is to provide an outline of the participant withdrawal and refund process and procedures for any of the program/event delivered by Badminton WA.

Participant refers to registered members enrolled in a Badminton WA program/event.

By registering in and completing the payment of fees for participation in a Badminton WA program/event, participants accept that financial commitments, planning and other related commitments are made by Badminton WA under the expectation of the persons planned participation. Therefore, it is accepted through registration into a Badminton WA program/event that refunds for withdrawal are not possible in all circumstances due to such commitments and expectations created after the point of registration.

Refund Policy

Badminton WA offer for a place in a Badminton WA program/event is contingent upon payment of the appropriate Fee.

The Fee level is set at the Annual General Meeting and covers the period 1 April to 31 March each year.

All fees must be paid prior to enrolment of a program/event.

Request for refund may be considered at the discretion of Badminton WA for instances of ongoing personal injury, illness or family caring responsibilities, subject to the following conditions:

1. All requests for refund must be submitted in writing to Badminton WA
2. All requests for refund will be assessed, and if deemed eligible, the participant may be granted a refund of Term Enrolment fees paid.
3. All required supporting documentation **MUST** be submitted with the written refund request.
4. Refunds will not be granted or considered for participants who have:
 - a. changed their mind and simply no longer wish to participate
 - b. any other reason for seeking a refund outside of a personal injury, illness or family caring responsibilities arising from the injury to, illness of or passing of an immediate family member.

Refunds

1. The Annual Membership Fee is not refundable
2. Where you cancel before the program/event commences:
 - a. Badminton WA may refund the fee minus \$20 administration fee
3. Where you cancel after the program/event has commenced:
 - a. No refund will be provided unless
 - i. Medical certificate to indicate an injury to prevent the participant from participating in the remainder of the program/event minus the \$20 administration fee

Changes

Changes to the program/event will be advised to participants by email via the email address provided at enrolment.

Fees

There will be an Administration Fee of \$20 deducted from the refund to cover the costs incurred by the Association.

Payment

Where a refund is approved reimbursement will be made back via the method made to Badminton WA from the original payment.

Date Drafted: 1 September 2021
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