



## Swimming New South Wales Refund Policy

### Updated: 26 September 2023

#### BACKGROUND

The Swimming NSW Refund Policy has been prepared to communicate the circumstances under which a member of Swimming NSW may seek a refund for payments made through the national online system. The Swimming NSW Refund Policy has been prepared in accordance with Australian Consumer Law.

This policy is applicable to all persons who access the Swimming NSW website and associated websites for the purpose of purchasing any of the following items:

- a) online membership payments
- b) event entry fees
- c) event ticket sales

#### REFUND STATEMENTS

##### Membership Refund Policy

Under Australian Consumer Law, Swimming NSW has no obligation to refund membership fees regardless of the timeframe after, or circumstances in which a member determines that they no longer wish to remain a member. Swimming NSW only has an obligation to refund membership payments or part thereof where a technical error has been proven to have occurred on the national online registration system, resulting in a negative financial effect on the user (e.g. if a transaction is debited twice due to a systems error), or where a major failure to comply with a consumer guarantee occurs. Therefore, Swimming NSW will not provide a refund for membership fees under any circumstances except that in which a technical error can be demonstrated, or as required by the *Australian Consumer Law*.

Areas affiliated with Swimming NSW will align with the Swimming NSW membership refund policy above.

Swimming NSW affiliated clubs may choose to refund their own component of membership fees by cash, cheque or EFT, where required, to their members. If a club chooses to reimburse a member for the entire membership fee they have paid (including Swimming Australia's, Swimming NSW's and their area's fee portions), the club cannot claim reimbursement from the above-mentioned organisations for those fee portions.

##### Membership Refund Procedure

In the event a member experiences a technical error while performing a membership transaction which results in the member having fees debited from them more than once, the member can claim reimbursement/reversal of the duplicate transaction(s) from Swimming New South Wales.

The member, or a representative from the member's club, can contact the Sport Administrator at Swimming NSW (02 9763 5833 or [admin@nsw.swimming.org.au](mailto:admin@nsw.swimming.org.au)), to claim reimbursement. Proof of fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions, etc.).

To initiate the refund, the primary account holder must request a refund via Swim Central, via their purchase orders. All refunds will be credited back to the credit card used to make the initial purchase. A guide to requesting refunds can be found [here](#).

## **Event Entry Fees Refund Policy**

Swimming NSW will provide a refund for entry fees in situations where:

- a) illness or injury prevents an athlete from competing, or
- b) a technical error has been proven to have occurred on the national online meet entry system, resulting in a negative financial effect on the user.

A medical certificate covering the days in which you intended to swim is required to claim a refund for part 'a' above. If a medical certificate cannot be provided, Swimming NSW reserves the right to reject the refund request.

Areas and clubs are not obligated to align with part "a" of the Swimming NSW Event Entry Fees Refund Policy. Areas and clubs are obligated to align with part "b" of the Swimming NSW Event Entry Fees Refund Policy.

### ***Event Entry Fees Refund Procedure***

To request a refund because of illness or injury, contact the Events Manager at Swimming NSW (02 9763 5833 or [events@nsw.swimming.org.au](mailto:events@nsw.swimming.org.au)). You will need to provide the following to request a refund:

- a medical certificate, clearly covering the days in which you intended to swim.
- the name of the meet entered
- the event numbers the swimmer withdrew from
- the swimmer's name

If the request for refund is prior to the event taking place, the swimmer/guardian must also request a refund via Swim Central, via the primary account holders purchase orders. Should the refund request take place after the event has commenced, Swimming NSW will action the refund. All refunds will be credited back to the credit card used to make the initial purchase. A guide to requesting refunds can be found [here](#).

In the event a member experiences a technical error while performing an online meet entry transaction which results having fees debited from them more than once, the member can claim reimbursement/reversal of the duplicate transaction(s) from Swimming NSW.

The member, or a representative from the member's club, can contact the Events Manager at Swimming NSW (contact details above) to claim reimbursement. Proof of fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions, etc.).

## **Event Ticket Sales Refund Policy**

Tickets to Swimming NSW events are sold via an external ticketing agent's ticketing portal.

If a refund is required when tickets are purchased via a ticketing agent's ticketing portal, refunds are only granted by the ticketing agent, in accordance with the ticketing agent's conditions of sale or in the event of illness. If a refund is required for event tickets, the purchaser must contact the ticketing agent directly.

## **POLICY REVIEW**

This policy has been reviewed on 26 September 2023, in consideration of the objectives of Swimming NSW and the national online system. This policy will be reviewed as required.