



POLICY: REFUND AND CANCELLATION

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Purpose

The purpose of this policy is to make it clear to all when and how Bowls SA will consider and offer refunds.

Scope

This policy covers, Bowls SA managed

Competitions	Courses	Events	Products
✓	✓	✓	✓

Cancellations and Refunds

Membership and Affiliation Fees

Club Affiliation Fees

Club Affiliation Fees are non-refundable.

- Refunds may be made in exceptional circumstances and at Bowls SA's discretion.

Individual Membership Fees

Individual Membership to an affiliated club is not the responsibility of Bowls SA.

- Any person seeking a refund will need to apply to the Club, under the individual club's refund policy.
- Likewise, Bowls SA is not responsible for any refund requests made to an Association.

In the case of a Bowls SA decision having significant impact on a Club or Association's operations, such as cancelling the season due to a pandemic, guidance will be provided to Clubs and Association regarding membership fees. However, the decision to refund lays with the Board of each Club and Association.

Clearance Fees

Refunds will not be offered:

- Once a Clearance has been fully processed on Bowls SA membership system
- For change of mind

Refunds will only be provided if your membership at the new club is not accepted by the Club Board.

- In this case, you may transfer the funds to a another clarence to transfer to another club or request a refund
- In both situations, a Refund & Credit Request Form must be submitted to Bowls SA

Competitions, Course and Events

If registering to participate in any Bowls SA competition, courses or events (sporting or non-sporting,), unless otherwise stated in the competition, courses or events Terms and Conditions, refunds will only be provided under the following circumstances:



Prior to event closing:

- You may cancel your registration into an event prior to the event registration closing (as set by the closing date or if the event is closed early due to it being full) to receive a full refund.
- Notification may be made via phone to Bowls SA, however the participant must submit a [Credit and Refunds Request Form](http://www.bowlssa.com.au/form-cancellations-and-refunds-request/) (www.bowlssa.com.au/form-cancellations-and-refunds-request/) or email reception@bowlssa.com.au before the entries closed, to be eligible for a refund.

Once entries have closed:

- **NO REFUND** will be available except upon production of a medical certificate or on compassion grounds*.
- A \$2 admin fee will be charged for refund requests made after the event closing date

Non attendance:

- Any event or course not attended and without prior notification, will forfeit all payments made.
- No refunds will be provided if an individual is deemed not yet competent for the qualification they are undertaking.

Refunds of additional expenses

Bowls SA will not offer refunds or compensation for materials or expenses such as travel, accommodation, training resources associated with a Bowls SA competition, course or event, purchased through external providers.

Transferring & Rescheduling

If you are not entitled to a refund and can no longer attend a course or event you have registered for, Bowls SA, at its discretion, may offer to transfer or provide a credit for another opportunity.

- Bowls SA will transfer your application at no cost if it received the request via the Refund and Credit Request Form is received 24hrs prior to competition, course or event date.
- This credit must be used within 9 months from the date of the original registration, otherwise it will be considered a non-attendance and no refund will be provided

Bowls SA Cancelled or Postponed Competitions, Courses or Events

In the event that Bowls cancels or significantly relocates a competition, course, or event, you will be offered a full refund of the registration fee.

In the case of Bowls SA cancelling or significantly relocates a competition, course or event, we will endeavour to give as much notice as possible to allow participants time to make other arrangements. This notice will be provided via email. However, in some cases, where circumstances are out of our control, such as unexpected extreme weather or damage to venue making play impossible etc, little to no notice may occur.

All liability is limited to the amount for competition, course or event registration (including any fees or charges) and therefore, you should carefully consider the refund and cancellation policies of



travel, accommodation and other goods or service providers when making arrangements for attendance at Bowls SA competition, course or event.

Products

Purchased Products

For products purchased from Bowls SA:

Delivery: Bowls SA will endeavour to ship all orders within 7 days of receiving an order.

- If for any reason it cannot ship within this period, Bowls SA will notify you immediately.
- You will have the option to wait for the delayed delivery or you may request a full refund.

Warranty: All of our products include the full manufactures warranty.

Returns: If you are not completely satisfied with your purchase you can return it within 30 days of delivery and claim your purchase price back.

- The product must be returned complete and in original condition to receive the full refund.
- Postage will not be refunded (unless Bowls SA have stated otherwise).
- The receipt of purchase must be provided as evidence of purchase from Bowls SA.

Exchange Product Returns: You can also exchange your item within 30 days, as long as the item you wish to exchange for is in stock and the price is the same price at which you bought the original product.

- If the product is a different price Bowls SA will find the best way of resolving the issue and satisfying your order.

Hired Products

For products and equipment hired form Bowls SA, Bowls SA will:

Provide a refund in the following situations:

- If the product or equipment is found to be damaged prior to or not available for use during the agreed hire period, Bowls SA will refund all costs – hire fee and bond.
- If it is proven that the product or equipment was faulty, Bowls SA will refund all costs – hire fee and bond.

Not provide a refund:

- If the product or equipment is not collected from Bowls SA prior to the hire period, the hire fee is forfeited, and Bowls SA will refund the bond.

Refund and Credit Requests

All refund requests must be made via [Credit and Refund Request Form](#) or emailed to reception@bowlssa.com.au by the individual



Where a club has registered and paid for a member to participate in a competition, course or event managed by Bowls SA, the club must provide evidence from the member that they can no longer attend via the Refund Request Form.

Bowls SA reserves the right to make decisions in its absolute discretion in relation to individual refund applications*. Once the request has been assessed, the member will be contacted by Bowls SA staff advising them of the outcome. Successful requests will be asked via email to provide their bank details to facilitate the transaction.

Bowls SA will endeavour to process refunds promptly but this process on occasions could take up to 21 days.

References, Legislation & Industrial Instruments

- Australian Consumer Law, Consumer rights & guarantees

This policy & procedure is not intended to override any industrial instrument, contract, award, or legislation.

Policy Reviews and Updates

Version History

Version	Changes	Endorsement date:	Endorsed by:

Please note, most recent version information needs to be located at the top of the table