

Extract from the Paddle Australia Refund Policy for payments received via the Paddle Australia Membership and Events Portal

22/05/2020

1. GENERAL INFORMATION

This extract from the [Paddle Australia Refund Policy](#) provides clarity to the Paddle Australia community on the grounds upon which refunds may be sought from Paddle Australia or a State Paddle Association when they have paid money to Paddle Australia or a State Paddle Association for the purposes of becoming a member of the Association(s) or registering for an event via the Paddle Australia Membership & Events Portal (GoMembership).

If a member of the paddling community has paid money to Paddle Australia or a State Paddle Association and subsequently wishes to seek a refund, this can be sought in accordance with this policy. This policy only applies in respect of events managed or services provided directly by Paddle Australia or a State Paddle Association.

A request for refund must be made in writing, stating the reason for a refund, and including any additional documentation to support the claim. Requests should be emailed to info@paddle.org.au, including any necessary attachments.

It should be noted that payments made to a Paddle Club via the Paddle Australia Membership & Events Portal (GoMembership) are not covered by this policy, and that any questions relating to payments to Paddle Clubs should be directed to the individual Paddle Club.

2. APPLICATION OF POLICY

2.1 MEMBERSHIP

A full refund of the membership fee payable to Paddle Australia and the State Paddle Association at the time of registration may be obtained, less a 10% administration fee (minimum of \$10) where:

- A current medical certificate is received;
- The request is received in writing by Paddle Australia within 30 days of membership registration being submitted; and
- The member has not participated in any competitions or events administered by either Paddle Australia or one of the State Member Associations subsequent to taking out the membership.

The refund of any amount paid to a Paddle Club at the time of registration will be determined by the relevant Paddle Club and is outside the scope of this policy.

2.2 EVENT ENTRIES

Event entries to a Paddle Australia or State Paddle Association event will be refunded in full, less a 10% administration fee (minimum \$10) where:

- The request is received prior to the competition entry closing date and time; or
- Where the request is not received prior to the competition entry closing date and time, it is accompanied by a current medical certificate.

The refund of any amount paid to a Paddle Club for an event entry will be determined by the relevant Paddle Club and is outside the scope of this policy.

2.3 EVENT CANCELLATION

If a member of the paddling community has paid money to Paddle Australia or a State Paddle Association for a competition or event administered by either Paddle Australia or one of the State Member Associations, a refund will be paid if that competition or event is subsequently cancelled, subject to the following:

1. A full refund will be payable, less any transaction fees incurred during either the registration for the event or the processing of the refund;
2. If the competition or event is cancelled due to a force majeure event, including a pandemic, no refund will be payable;

If the competition or event is postponed to a later date, an option will be provided to either transfer registration to the later date or to request a refund in accordance with this section, 2.3.