

Refund Policy

Policy Name: Refund Policy

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Document Type: Policy

Effective Date: April 2020

Last Reviewed: October 2023

Next Review: October 2026

Applicable Legislation:

This policy will be reviewed every three years or earlier if required by the organisation. The review will ensure it reflects both the community expectations and all legal requirements.



Overview

VWA acknowledges that on occasion affiliates, members and participants may need to withdraw from a VWA activity or cancel a service. This Policy outlines circumstances in which a refund will be made and if any charges are to be deducted. This policy is not intended to override or limit statutory rights in any way.

Policy Application

1. This policy applies to all VWA affiliates, members, participants and all other people or organisations which by agreement or otherwise, are bound to comply with this policy.
2. This policy applies to VWA business, activities, competitions, and events.
3. This policy does not cover refunds if the problem was outside the control of VWA or the consumer changed their mind.

Affiliation & Membership

VWA does not refund Affiliation and Membership fees except in special circumstances. Consideration for a refund must be made in writing to VWA. A decision to offer a refund will be at the discretion of VWA.

Please note; refunds will be provided for technical problems associated with the payment of fees on-line, for example a duplicate payment or the purchase of the wrong membership, upon receipt of evidence.

Clinics

- A minimum of 2 hours' notice must be provided to VWA for the cancellation of a clinic. If this is not provided the host school / organisation will be required to pay for the clinic.
- In the instance of bad weather conditions, it is the responsibility of the host school / organisation to cancel the clinic with VWA.

Competitions and Events

- Schools competitions and events – team withdrawals for school events are usually accepted 1-2 weeks prior to the completion of fixtures. Specific dates are listed in the competition / event handbook. Any withdrawal after the published date forfeits the entry fee and no refund will be given. Withdrawals prior to this date will receive a full refund but must be submitted in writing to VWA via email citing the reason for withdrawal.
- WA Volleyball League – please refer to the competition handbook.
- ATA Beach Tour- No refunds will be provided for withdrawals after the seed list has been published unless there is an injury. A medical certificate must be provided to receive a refund.
- All other competitions and events - withdrawals after the event nomination deadline will forfeit the nomination fee. Each competition / event handbook will detail the nomination deadline date. Withdrawals prior to this date will receive a full refund but must be submitted in writing to VWA via email citing the reason for withdrawal.

Courses and Workshops

All courses and workshops are to be paid in full upon registration, unless otherwise agreed with an affiliate. Registration cancellations will only be accepted in writing to VWA. Registrants will be offered three options:

1. Book into another course or workshop or
2. Transfer the registration to another person (VWA must be notified in writing at least three (3) working days prior), or
3. Be refunded their money at the completion of the course or workshop.

Please note; if a cancellation is received with less than 48hrs notice, no refund will be given. However, participants who are unable to attend due to extenuating circumstances (i.e., family death, major illness, etc) may write to VWA, and with written evidence may be eligible for a full refund.

State Teams and Development Squads - Refunds

Refunds for State Teams or Squads will be dealt with on a case-by-case basis received in writing to the Youth and Pathways Coordinator. Exceptional circumstances must be detailed, for example injury or illness. If a replacement in the State Team can be found and no extra costs are incurred (e.g., travel / accommodation), a refund can be provided minus a percentage of fees incurred up until the point of withdrawal.

Volleyshop Products (including clothing) - Returns and Refunds

Products can be returned to VWA, with a copy of the invoice by return mail or in person citing the reason for a refund or an exchange. Products must be returned within a reasonable period, with a copy of the invoice received at the time of purchase along with the returned items, at the cost of the purchaser. Refunds will be determined after products have been returned in a safe, unused, and undamaged condition, preferably in the original packaging.

VWA will provide a refund or replacement product in the following circumstances:

- a product becomes faulty through no fault of the customer;
- a product is not fit for its stated purpose;
- a product does not match the description or sample;
- a product has defects that were not obvious;
- a product ordered by the customer is no longer available; or
- the person or organisation billed did not originate the charge as a result of fraudulent use of credit cards or other such circumstances.

VWA will not provide refunds if the customer:

- changes their mind;
- ordered the wrong product;
- found the product cheaper elsewhere;
- were aware of the relevant fault before buying the product, such as if the fault was written on the tag, or indicated in the photos or item description online;
- damaged the product by misusing it; or

- used the product for longer than a month and the problem is as a result of usual wear and tear.

VWA Cancellation

If VWA cancels a course, workshop, competition or event, registrants may elect to be given a full refund, or they may choose to allow VWA to retain their full payment until the course, workshop, competition, or event is re-scheduled or for payment of, or towards, an alternative course, workshop, competition or event. VWA may not provide a refund if the Association are forced to make cancellations due to circumstances outside of the control of the Association.

Form of Refunds

Refunds are usually made within 14 days of receiving the refund request. Refunds will be paid in the same tender type as the original payment and in Australian dollars (AU\$).

Responsibilities

VWA'S role and contribution in making this policy work is to:

1. Take all reasonable steps necessary to ensure that everyone in the organisation know:
 - a) What the policy is.
 - b) Their roles and responsibilities.
2. This will be achieved by:
 - a) Including a copy of the Policy in Policy and Procedures Manual.
 - b) Distributing the policy to all affiliates.
 - c) Ensuring all VWA personnel and affiliates are educated on the policy.
 - d) Including a copy of the policy on the VWA website.
 - e) Notifying participants in all VWA activities that they will be required to comply with this policy.

Affiliate's, member's and participant's roles are to:

1. Comply with this policy and ensure information is made available.
2. Collaborate with VWA personnel to implement best practice.
3. Report any areas of concern to VWA in a timely manner.

Policy Statement

VWA will take all breaches of the policy seriously and will ensure they are dealt with promptly, sensitively, and confidentially. Disciplinary action may be taken against a person who is found in breach of this policy, in accordance with the Complaints Management Procedure.