



Refund Policy

This Refund Policy applies to any product purchases, services, membership or expenditure of any nature made with the West Sydney Wolves Sports Association excluding venue hire (see hire agreement).

Refunds may be provided contrary to the terms outlined within this policy at the discretion of authorised management of the West Sydney Wolves Sports Association.

Faulty Items

We offer refunds, repairs and replacements in accordance and on the terms set out in this Refund Policy. These terms and conditions are:

- If a product or service purchased from the West Sydney Wolves Sports Association has a major failure (as defined in the Australian Consumer Law) then the purchaser may be entitled to a replacement or refund.
- Replacement or Refunds are only available on standard uncustomised items. Items which have any customisation unique to the purchaser will not be refunded unless faulty.
- Any returned product must have a proof of purchase.

Cancellation and Change of Mind

Where a product has been purchased, however the purchaser changes their mind, we may, at our discretion, offer you a refund or exchange, provided that:

- You notify us within 30 days of receipt.
- In the case of services, the services have not already been performed.
- The following conditions are satisfied:
 - a) product has not been used
 - b) product has not been damaged
 - c) product must be returned in the original packaging (if applicable)
 - d) original receipt, or other proof of purchase, must be presented



Postage and delivery

In the event of damage or loss during postage or delivery, we advise contact with the carrier to arrange a resolution. The West Sydney Wolves Sports Association holds no responsibility for items lost or damaged in transit and once they have left the venue.

Exceptions

Notwithstanding the other provisions of this Policy, we may refuse to provide a repair, replacement or refund for a product or service purchased by you if:

- You misused the said product in a way which caused the problem.
- You knew or were made aware of the problem(s) with the product or service before you purchased it.

Memberships

- Any portion of a membership which remains unused prior to expiry for any reason including but not limited to forfeiture, disciplinary reasons or change of mind or circumstance will not be refunded.
- Refunds will only be provided where the membership has not been utilised in any capacity under any time frame during its currency.

Programs and activities

The following terms and conditions apply to any events, clinics, programs or activities hosted by West Sydney Wolves Sports Association and affiliated organisations:

- Payment must be made in full at the time of registration in order to secure a booking. Once payment has been made, an order number will automatically be generated and sent to you via email.
- For requests to cancel registration to any event, clinic, program or activity before the start date, the following will apply:
 - A 70% refund will be applied if 2 weeks notice from the start date is given
 - A 50% refund will be applied if 1 weeks notice from the start date is given
- For requests to cancel registration to any event, clinic, program or activity during the commencement of the event, clinic, program or activity, the following will apply:
 - No refund will be applied
 - A credit will be applied to be redeemed within 6 months.



- Refunds or credits for partial attendance will not be applied under any circumstances.
- Minimum numbers are required to run any clinic, program or activity. In the event that numbers are not reached, we will inform you as early as possible and the following may apply:
 - credit to a future program will be issued if the program cannot be postponed. The credit must be redeemed within 6 months of issue.
 - the program will be postponed with no refund processed
 - the program will be postponed with refunds processed as pro rata
- If an event, clinic, program or activity is cancelled completely or partially by the West Sydney Wolves Sports Association or affiliated organisations due to unforeseen circumstances, the following may apply:
 - For full cancellations, where the program or event will not take place again in a future term during the calendar year, a 100% refund will be processed for those registered and affected by the cancellation
 - For partial cancellations, where possible, make- up classes will be organised and offered to those registered and affected at no extra or reduced cost.
 - For partial cancellations, where make- up classes are unable to be organised, a pro- rata credit will be applied to be used for any future program. This credit must be redeemed within 6 months of issue.
 - Where the program or event will be postponed to a future term, no refund will be processed, however, credits will be applied to the account.
- Registration into any clinic, program or activity are non-transferable to other events or to other people. Any attempt to transfer your entry to another person without the knowledge of the relevant staff may result in the cancellation of your entry without credit, and you or your child may not be permitted to participate in further activities.

Australian Consumer Law

All patrons are protected by Australian Consumer Law which supercedes this policy. If there is an inconsistency between this Policy and the Australian Consumer Law, the Australian Consumer Law will prevail. Further information about the Australian Consumer Law and these Consumer Guarantees is available from the website of the Australian Competition and Consumer Commission.

Policy review date - June 2023