



Refund Policy

Thank you for being a part of West Sydney Wolves Sports Association (The Wolves). We are committed to providing our members with quality experiences. We understand that sometimes circumstances may change, and adjustments are required. Below is our refund policy.

This Refund Policy applies to any activities, programs, membership or competition made with The Wolves excluding venue hire (see hire agreement).

1. No Refunds:

The Wolves do not provide refunds for membership fees, training costs, competitions, or any other charges associated with our services. This policy ensures our ability to maintain consistent and high-quality experiences for all members.

2. Credit Allocation System:

To accommodate members who might find themselves unable to participate in our events or programs, The Wolves offers a credit system. This system allows members to obtain credits for future engagements with our services.

2.1. General Policy:

Members who cannot attend or take part in an event or activity due to injury, illness, or family grievance and have already paid may qualify for a credit, but no refunds will be issued. This credit will match the monetary value of the missed event or activity and can be redeemed for future events or services, within 6 months of the credit being issued. No credit or refund will be given without a medical certificate or a valid reason for absence from the training or competition. Merchant fees are non-refundable.

2.2. Extended Programs & Trainings:

2.2.1. Training or Activity:

If a member fails to attend 30% or more of the total sessions in a program due to injury, illness, or family grievance, they qualify for a credit. The credit will be proportionate to the missed sessions.

2.2.2. Competition:

Members who miss a significant portion of our competition season due to the aforementioned reasons can receive credits:

- **Criteria for Significant Absence:**
Defined as missing 50% or more of the total games.
- **Credit Calculation:**
Based on the proportion of missed games.
- **Minimum Attendance Requirement:**
Fewer than 50% of games will not be eligible for credits.

2.2.3. Members not meeting these criteria won't qualify for credit benefits.

3. Make Up Sessions

In the event that The Wolves must postpone or cancel a program, event, or activity, members will be given the option of a make up session instead of a credit. However, if a member is unable to attend the offered make up session, and no alternative session is available, it will be considered a forfeit session, and no other credit or make up session will be provided. Make up sessions are **not** offered for programs/activities that fall on a public holiday.

Postponed or cancelled events include, but not limited to, extreme heat or venue closure.



4. **Exceptions for Medical Reasons**

If a member cannot participate due to a medical reason or injury:

4.1. **Proof of Medical Condition:**

A valid and detailed medical certificate or doctor's note must be provided.

4.2. **Refund Amount:**

Only in medically verified cases will The Wolves consider a prorated cash refund.

4.3. **Alternative to Refund:**

Members may choose to receive a credit equivalent to the full value of the missed sessions or program.

5. **Transfer of Credits**

Credits issued by The Wolves:

5.1. **Non-transferable:**

Credits cannot be transferred to another member.

5.2. **Expiration:**

Credits must be used within six months from issuance.

6. **Process for Claiming Refunds or Credits**

6.1. **Notification:**

Members must notify The Wolves in writing as soon as they become aware of their inability to participate.

6.2. **Submission of Proof:**

For medical-based refund claims, medical proof must be submitted within 14 days of the first missed session.

6.3. **Review:**

All requests will be reviewed, and members will be informed of the decision within 30 days.

7. **Limitations**

The Wolves reserves the right to:

7.1. **Deny requests:**

If they do not comply with this policy.

7.2. **Modify Policy:**

At any time without prior notice.

We thank you for your understanding and adherence to this refund policy. If you have questions or concerns, please contact The Wolves administration team at info@thewolves.au.

Policy last reviewed date - 14 December 2023