



Carlile Swimming Team Refund Policy

CONTENTS

[1. Purpose](#)

[2. Policy](#)

[2.1. Club Membership](#)

[2.2. Event Entry Fees](#)

[2.3. Club Uniform](#)

[2.4. Club Camps and Travel](#)

[2.5. Other Payments](#)

1. Purpose

The Carlile Swimming Team (CST) Refund Policy has been prepared to communicate the circumstances under which a member may request a refund. This does not cover the Carlile Swimming Competitive Programs Payment Policy for squad training fees which can be found [HERE](#).

This policy is prepared in accordance with Australian Consumer Law and is applicable to purchases in relation to the following items:

- a) Club membership
 - b) Event entry fees
 - c) Club uniform
 - d) Club camps and travel
 - e) Other payments
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2. Policy

2.1. Club Membership

Under Australian Consumer Law, Carlile Swimming Team are not obliged to refund membership fees due to change of mind, regardless of the timeframe after, or circumstances in which a member determines that they no longer wish to remain a member.

Refunds for club membership components can be requested for reasonable circumstances. This will be decided at the Competitive Program Managers discretion. If the product contains higher entity components, it will also require the higher entity to consider the refund request independently and complete the approval process if granted.

Carlile Swimming Team will refund membership payments where a technical error has occurred and can be demonstrated (e.g. if a transaction is debited twice due to a systems error). Proof of membership fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions, etc.).

2.2. Event Entry Fees

Carlile Swimming Team are not obliged to provide a refund for entry fees where illness or injury prevents an athlete from competing. Furthermore, there will be no refunds provided for change of mind, however the member is entitled to replace the entered event with another event on the meet program.

Refunds will be approved when a meet/event has been cancelled by the event organiser, or when a technical error has been proven to have occurred, resulting in a negative financial effect on the user. Proof of entry fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions, etc.).

2.3. Club Uniform

Uniforms items can be returned within 60 days for an exchange or refund provided they are received in original condition (unworn, unwashed, with all tags still attached). All swimwear returns must have their hygiene seal intact. No refund or exchange is permitted if tags are not attached or item is not in original condition.

If goods are faulty, the consumer can reject the goods and choose a refund or replacement product of equal financial value. If the consumer has paid for postage to receive their order and a return is made, this is non-refundable. All refunds will be processed back to the original payment method used to place the order.

2.4. Club Camps and Travel

The consumer is entitled to a full refund (including deposit if applicable) if the organiser must cancel the camp and/or travel for any unforeseen reason.

Consumers will receive a full refund if they withdraw from organised camp/travel more than 60 days prior to departure. Refunds for withdrawals from organised camp/travel within 60 days of departure is at the discretion of the Competitive Program Manager. Reduced payments or refunds for partial stays are not permitted.

2.5. Other Payments

From time to time the Carlile Swimming Team may collect payments from members and associates for activities associated with the Carlile Swimming Team. In these instances refunds will be provided in accordance with Australian Consumer Law and the Terms & Conditions of the activity.

Policy date: November 2020