



## **Participant withdrawal and refund requests**

This policy outlines the guidelines on participant withdrawals and requests for refunds relating to Adelaide University Sport (AU Sport) events and/or Australian University Sport (AUS) events. Withdrawal and refund requests for AUS registrations fall under the AUS 'Participant withdrawal and refund requests at AUS events' Policy (page 3 - 4).

AU Sport must be advised of all participant withdrawals, regardless of whether a refund is applicable, to ensure that competition management operations can be adjusted accordingly.

Requests for refund must be made in writing to [unigames@theblacks.com.au](mailto:unigames@theblacks.com.au) with supporting documentation as per the guidelines below.

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### **1. AU Sport Events with a Registration Fee**

*Not including AUS events*

#### **1.1 Before the close of registrations**

If withdrawing prior to the close of registrations, participants will be refunded the registration fee paid.

#### **1.2 After the close of registrations**

AU Sport will review refund requests made after close of registration for the following reasons only:

##### **1.2.1 Medical injury**

Any refund, requested on the grounds of a medical injury, needs to be accompanied by a certified copy of the participant's medical certificate.

##### **1.2.2 Family tragedy**

For a refund due to a family tragedy (or similar), the participant is required to submit the request in writing to AU Sport.

##### **1.2.3 Course work**

Any refund requested, on the grounds that a course requirement would interfere with the event, needs to be accompanied by a letter from the course coordinator or tutor.

##### **1.2.4 Ineligibility**

AU Sport will issue a refund if a participant is deemed ineligible to participate in the event (i.e. they are not an enrolled student at the time of the event), prior to the University of Adelaide's census date.

### **1.3 Event Cancellation**

AU Sport will automatically refund participants the full registration cost if the event is cancelled by AU Sport.

## **2. AUS Events**

The following refers to expenses for AUS events paid for by the participant to AU Sport, such as accommodation and team dinners.

### **2.1 Before the close of AUS registrations**

If seeking a refund prior to the close of registrations, participants will be refunded for AU Sport related expenses.

### **2.2 After the close of AUS registrations**

AU Sport will review refund requests made after close of registration for the following reasons only:

#### **2.2.1 Medical Injury**

Any refund, requested on the grounds of a medical injury, needs to be accompanied by a certified copy of the participant's medical certificate.

#### **2.2.2 Family tragedy**

For a refund due to a family tragedy (or similar), the participant is required to submit the request in writing to AU Sport.

#### **2.3.4 Course Work**

Any refund requested, on the grounds that a course requirement would interfere with the event, needs to be accompanied by a letter from the course coordinator or tutor.

#### **2.2.4 Ineligibility**

AU Sport will issue a refund if a participant is deemed ineligible to participate in the event (i.e. they are not an enrolled student at the time of the event), prior to the University of Adelaide's census date.

### **2.3 Event Cancellation**

AU Sport will automatically refund participants the full registration cost if the event is cancelled by AUS.

Note that all refunds are approved at the discretion of AU Sport. Once approved, the refund will be processed (up to two weeks after the event).



## AUS GUIDELINE

### Participant withdrawal and refund requests at AUS events

May 2014

#### INTRODUCTION

This document outlines the guidelines on participant withdrawals and requests for refund relating to AUS events.

AUS must be advised of all participant withdrawals regardless of whether a refund is applicable, to ensure that competition management operations can be adjusted accordingly. All withdrawal notifications should be made via the AUS withdrawal/refund form.

Requests for refund must be made in writing via the AUS withdrawal/refund form & supporting documentation prior to the participant being accredited for the event. That is, once an accreditation pass has been collected from AUS at the event on behalf of the participant, a refund cannot be applied for.

All refund requests must be made via the University Team Manager. Any refund requests received by AUS directly from event participants will not be processed.

#### GUIDELINE:

##### 1. Before the close of registrations

If withdrawing prior to the close of registrations participants will be refunded the registration fee paid, less an administration fee of \$15.00

##### 2. After the close of registrations

AUS will review refund requests made after close of registration up until the participant has been deemed accredited (that is, no later than when accreditation is collected for the event), for the following reasons only:

###### 2.1 Medical injury

Any refunds requested on the grounds of a medical injury need to be accompanied by a certified copy of the participant's medical certificate. All refund requests, with required supporting documentation, must be received by AUS before event accreditation is collected from AUS. If approved, a \$15.00 administration fee will be deducted from any refund paid.

###### 2.2 Family tragedy

For refunds due to a family tragedy (or similar), the University Team Manager or Sports Officer is required to submit the request in writing to [AUS registrations](#) outlining the reason that the individual can no longer compete and the reason why. If approved, a \$15.00 administration fee will be deducted from any refund paid.

**Please note:** If a participant withdrawal after close of registration results in an entire team being withdrawn due to minimum numbers not being reached, the team will not receive a refund of their registration fees. Every effort must be made to find a replacement for that participant. Replacement players will incur an administration fee of \$15.00 to transfer the registration.

##### 3. Ineligibility

If a student has been deemed ineligible to compete due to not satisfying the [AUS eligibility requirements](#), the University Team Manager must provide a request to [AUS registrations](#) **no later than two (2) weeks after close of registration**. A \$15.00 administration fee may apply to any refund approved.

Note that refunds are approved at the discretion of AUS. Once approved, the refund will be processed (up to four weeks after the event), less any administration fees as outlined. Entry fees are not transferable between AUS events.

**PREVIOUS AMMENDMENTS**

April 2012