

# UniSport Australia Guideline

## Participant Refund and Withdrawal

### Introduction

This document outlines the guidelines regarding participant withdrawals and requests for a refund relating to UniSport events.

### Participant withdrawal key principles

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

Requests for refunds must be made in writing via the UniSport withdrawal/refund form (online) and supporting documentation provided prior to the participant being accredited for the event. Once an accreditation pass has been collected from UniSport 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 (UTM). Any refund requests received by UniSport directly from event participants will not be processed.

### 1. Refund conditions

- 1.1. **Before the team withdrawal deadline:** If withdrawing prior to the team withdrawal deadline, participants will be refunded the registration fee paid, less an administration fee of \$22.00.
- 1.2. **After the team withdrawal deadline and before accreditation pick up:** UniSport will review refund requests made after the team withdrawal deadline 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:
  - a. **Medical injury:** Any refunds requested on the grounds of a medical injury must be accompanied by a certified copy of the participant's medical certificate. All refund requests, with required supporting documentation, must be received by UniSport before event accreditation is collected from UniSport. If approved, a \$22.00 administration fee will be deducted from any refund paid.
  - b. **Family tragedy:** For refunds due to a family tragedy (or similar), the UTM is required to submit the request in writing to [registrations@unisport.com.au](mailto:registrations@unisport.com.au) outlining the reason that the individual can no longer compete and the reason why. If approved, a \$22.00 administration fee will be deducted from any refund paid.
- 1.3. Where there is no team withdrawal deadline for an event, the close of early bird registration for that event will take the place as the deadline outlined in item 1.2.
- 1.4. **Ineligibility:** If a student has been deemed ineligible to compete due to not satisfying the UniSport eligibility requirements, the UTM must provide a request for refund to [registrations@unisport.com.au](mailto:registrations@unisport.com.au). A \$22.00 administration fee will be deducted from any refund paid.
- 1.5. If a participant withdraws after the team withdrawal deadline for any reason (medical, family, ineligible etc) and this results in an entire team being withdrawn due to minimum numbers not being reached, the UniSport Guideline 'Team Nominations and Withdrawal' will be enforced.

- 1.6. Refunds are approved at the discretion of UniSport. 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 UniSport events. Refunds will be transferred directly to the original payment source, where this is not possible alternative payment options will be explored.

### **Event cancellation due to Government-imposed health and safety restrictions**

Should any UniSport managed event be cancelled due to the impacts of government issued travel restrictions (as a result of a pandemic outbreak or other valid reasons), a full refund will be issued and the UniSport administration fee waived\*.

All refunds in the instance of event cancellation will be processed within 30 days of the event cancellation. Participants are not required to contact UniSport to request a refund in this instance.

For all UniSport Nationals events that fall as part of an external event (e.g., triathlon, distance running), the specific event organisers policy applies in the instance of event cancellations.

### **Government imposed travel restrictions**

In the instance that an event goes ahead, but state border restrictions are applied which prevent a state or number of states from attending, then a full refund (as outlined above) will be given to those participants affected by the government restrictions.

\* Note all PayPal fees are non-refundable as outlined in the registration process.

### ***Previous amendments***

April 2012 | May 2014 | July 2015 | April 2016 | March 2019 | February 2020 | February 2021 | February 2023