

HVMT Refund Policy

Policy Information

The aim of this policy is to provide an outline of the participant withdrawal, refund and transfer of registration process and procedures for the Hunter Volleyball Masters Tournament (HVMT).

Participant refers to registered Competitors, Non-Playing Officials and Supporters.

By registering in and completing the payment of fees for participation in the HVMT, participants accept that financial commitments, planning and other related commitments are made by the Organiser under the expectation of their planned participation. Therefore, it is accepted through registration into the HVMT that refunds for withdrawal are not possible in all circumstances due to such commitments and expectations created after the point of registration.

Refunds and Withdrawals

Request for refund may be considered at the discretion of the Organiser for instances of personal injury, event cancellation, illness or family caring responsibilities arising from the injury to, illness of or passing of an immediate family member that results in an individual no longer being able to attend desired HVMT activities, subject to the following conditions:

1. All requests for refund must be submitted in writing to play@hunternolleyball.com.au no later than **21 days** prior to the start of the competition. A full refund will be provided excluding credit card processing fees.
2. All requests for refund received in the period of **7-21 days** prior to the competition will be assessed, and if deemed eligible, the participant may be granted a refund of fees paid, less \$30.00 (inc GST) administration fee.
3. Requests for refund received **within 7 days** of the competition will not be considered under any circumstances unless and to the extent the Organiser is required to provide a refund at law.
4. All required supporting documentation **MUST** be submitted with the written refund request.
5. All participants applying for a refund will be advised in writing of the outcome of their request.
6. Refunds will not be granted or considered for participants who have:
 - had a change in employment circumstances resulting in their inability to attend the HVMT
 - had a cancellation of or non-approval for annual leave resulting in their inability to attend the HVMT
 - had a change in financial circumstance since registering
 - changed their mind and simply no longer wish to compete
 - any other reason for seeking a refund outside of a personal injury, illness or family caring responsibilities arising from the injury to, illness of or passing of an immediate family member.
7. Where a participant is not eligible for a refund of registration fees, a request to transfer fees to a replacement participant may be made. Please refer to 'Transfer of Registration fees' information below.

Related Policies

- HVMT Registration Terms & Conditions