



## **Fitzroy Frogs Triathlon Club Refund Policy**

At Fitzroy Frogs Triathlon Club, we strive to create a smooth and enjoyable experience for all participants. We understand that sometimes unexpected circumstances arise, so we have outlined our refund policy for events.

The Management Committee has discretion to alter this policy and may approve refunds outside of these terms on a case by case basis. By participating in our events, you agree to the terms outlined in this refund policy.

### **1. Refund Eligibility**

- Club events
  - A full refund, less a 5% processing fee will be provided if a participant cancels their registration at least 48 hours before the event.
  - Cancellations made less than 48 hours before the event are non-refundable.
- Major/special events
  - A partial refund of 70% will be provided if a participant cancels their registration at least 7 days before the event.
  - Cancellations made less than 7 days before the event are non-refundable.

### **2. Event Postponement or Cancellation**

- In the unlikely event that the scheduled event is cancelled or rescheduled by Fitzroy Frogs Triathlon Club due to unforeseen circumstances (such as extreme weather, safety concerns, or other emergencies), participants will be notified as soon as possible via email.
- If the event is rescheduled, participants may choose to transfer their registration to the new date or request a full refund.
- If the event is cancelled and no rescheduled date is available, participants will receive a full refund.



### 3. Transfer of Registration

- Club events
  - Not eligible for transfers
- Major/special events
  - Participants may transfer their registration to another person by contacting the Fitzroy Frogs Triathlon Club at least 48 hours before the event. Processing fees equal to 10% of the event ticket price will apply. The original participant will have their registration cancelled and a discount code for 90% of the ticket price will be provided to enable the new participant to register for the event covering the 10% processing fee. It will be the responsibility of the original and new participant to sort any financial reimbursement between the parties, the club bears no responsibility for any loss. Event tickets must not be sold for more than the original price charged.

### 4. How to Request a Refund

Refund requests should be submitted via email to [frogstri@gmail.com](mailto:frogstri@gmail.com), including the participant's name, event date, and reason for the refund request. Refunds will be processed back against the credit card used for the original purchase. The club will endeavour to process your request in a timely manner (noting we are a volunteer organisation so this may occur after the event has taken place). Please note the bank may take an additional 14 days to complete the lodged refund request.

**Club events** include our semi-regular events held at Emu Park and Tannum Sands.

**Major and special events** include but are not limited to The Capricornian Rocky Triathlon, GKI Trail Run and Kids in Kershaw.