



## REFUND POLICY

- 1 Canoe South Australia Inc (CSA) provides a range of education, competition and recreational activities, courses or events for which a fee is charged. CSA provides these activities, courses or events through the use of instructors, staff or volunteers. CSA in the context of this policy includes instructors, staff or volunteers.
- 2 Whilst every effort is made by CSA to provide activities, courses or events at the designated time and in the manner planned, CSA reserves the right to alter, cancel or postpone an activity at any stage. CSA may make the decision on their own or in consultation or advise of others.
- 3 Where during the conduct of an activity there is an adverse change in the weather conditions or other situation making it unsafe to continue the activity as planned, CSA may cancel or change the format or programme of the activity. There will be no refund of money paid in such circumstances.
- 4 Where CSA cancels or postpones an activity prior to its conduct and is unable to provide a suitable replacement activity within 3 months, then the participant is entitled to a full refund of money paid to CSA. Reasons for the cancellation or postponement of an activity may include (but are not limited) to the following:
  - actual weather conditions forecasted at the time of the activity is such that it is considered unsafe to conduct the activity as planned;
  - sickness or otherwise unavailability of the instructor, staff or volunteer designated to conduct the activity, course or event; or
  - the minimum number of participants stated to be required to conduct the activity is not reached.
- 5 Where a participant fails to attend an activity, course or event there will be no refund of any money paid.
- 6 Where a participant cancels or postpones attendance at an activity, course or event the following applies:
  - Where more than 14 calendar days notice is provided the participant may undertake the same activity at another scheduled time without incurring any costs or is entitled to a full refund less an administration fee of \$15.00 or 4% which ever is the greater
  - Where less than 14 calendar days but more than 3 working days notice is provided the participant may undertake the same activity, course or event at another schedule time upon payment of an administration fee of \$15.00 plus any addition in the price of the rescheduled activity, course or event or can request a 50% refund of the money paid.
  - Where less than 3 working days notice is provided the participant is not entitled to a refund.
- 7 Where a participant postpones attendance at an activity, course or event their attendance at a replacement activity, course or event must occur within 12 months or they will forfeit the money paid.

Policy adopted by Board: 22 November 2010  
Policy is to be reviewed: November 2013