



SOUTH WEST SYDNEY ROAR

ABN 60 293 625 078

SOUTH WEST SYDNEY ROAR REFUND POLICY

COMPETITION REFUND POLICY

Player & Official Individual Registration

Non-refundable or transferable.

Team Nomination

Non-refundable or transferable unless

- the team is not accepted
- the competition is cancelled prior to commencement

Team Game Fees

Non-refundable or transferable, except;

- where SWS Roar cancels the game

Individual or team suspension will not constitute grounds for refund of competition fees (registration, team nomination or team court fees). Please note if participants have utilised their Active Kids Voucher, refunds or transfers are not permitted.

DEVELOPMENT PROGRAM REFUND POLICY:

Roar Junior Hoops, Roar Development/Performance Squads, Roar Holiday Camps.

A full refund of fees paid will be given if;

- A participant/ gives notice in writing that they will not be attending the program, seven (7) days before the commencement date of the program.
- Should programs be over-subscribed, a full refund will be provided.
- South West Sydney Roar cancels the event.

Please note if participants have utilised their Active Kids Voucher, refunds or transfers are not permitted.

MERCHANDISE REFUND POLICY:

Merchandise

Non-refundable unless:

- Merchandise is faulty.

Please note there is no refund for change of mind.

ACTIVE KIDS VOUCHER REFUND POLICY:

Active Kids Voucher

Non refundable or transferable.

Any payment made with an Active Kids Voucher is non-refundable or transferable. South West Sydney Roar does not allow or accept the external transfer of Active Kids Vouchers from other sporting organisations.

COUPON VOUCHER REFUND POLICY:

Coupon Voucher

Non refundable or transferable.

Any payment made with Coupon Voucher is non-refundable or transferable. South West Sydney Roar Coupon Vouchers must be used in one transaction.

If you would like to offer feedback or request clarification on this policy please speak with staff or contact the General Manager.

1 December, 2021



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