



## Horsham Fishing Competition Refunds Policy

Updated: 27 January 2021

This policy outlines:

- the Horsham Fishing Competition's general no refunds policy;
- the exceptional circumstances that may entitle a registrant of the Horsham Fishing Competition to request a refund for their registration fee; and
- the procedure for requesting refunds.

### **1. No refunds**

The Horsham Fishing Competition does not offer refunds of registration fees. However, the name attached to a registration may be changed free of charge.

### **2. Exceptional circumstances**

The Horsham Fishing Competition may offer refunds:

- in exceptional circumstances; or
- where cancellation is due to a declared natural disasters or pandemic.

Requests for refunds in exceptional circumstances will be considered on a case-by-case basis and the Horsham Fishing Competition reserves its right to refuse a refund.

Where a registrant cannot participate in the Horsham Fishing Competition for a reason relating to a pandemic, for example a border closure or positive test, the registrant may contact the Horsham Fishing Competition and request a refund through the process outlined below.

### **3. Procedure for requesting a refund**

To request a refund in exceptional circumstances or due to a declared natural disaster or pandemic related event, e-mail [info@horshamfishingcomp.com.au](mailto:info@horshamfishingcomp.com.au) and provide the following details:

- Your name and contact details
- The reason for requesting a refund
- Your bank details (Account name, BSB and Account number).

You will be contacted once your request has been considered and advised of the outcome.

Please note that refunds may take up to 4 weeks to be processed if approved.