

<b>Title:</b>	Membership Refund Policy
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<b>Responsible Portfolio:</b>	Administration
<b>Approved by:</b>	Board of Directors
<b>Approval Date:</b>	11 <sup>th</sup> July 2022

## REFERENCE DOCUMENTS

<b>Reference QMSLSC By-laws:</b>	Reference By-laws Section 2.4 Annual Membership Subscription
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### 1. POLICY DEFINITION

This policy supports section 2.4 of the Club By-laws and provides the club intended practice towards the management of Membership Refunds.

Where there is conflict between the policy and the Club By-laws, the Club By-laws shall take precedent in any decision making process.

### 2. MEMBERSHIP REFUND POLICY

#### 2.1. Requesting a Refund

Any refund of membership fees must be requested in writing to [info@qmslsc.com.au](mailto:info@qmslsc.com.au)

#### 2.2. Cooling Off Period

Members have a cooling off period of 10 days after the date the Member signs the membership declaration.

#### 2.3. Automatic Approval of Refunds

Membership fee refunds will be automatically approved upon request in the following circumstances and will be subject to the deduction of the Administration Fee:

- Any Member who does not pass the preliminary swim required for their age group or award;
- Any Member until the Wednesday after the second Sunday of the Nipper season;
- Any Member within the cooling off period.

## 2.4. Late Requests for Refund

Late Request is defined as anything after the circumstances defined in section 2.3 of this policy. Beyond this any request for refund will be presented to the Board of Directors and will only be approved under "**special and individual**" circumstances.

Refunds will be a pro-rata refund, calculated by reference to the period from receipt of the Member request to the end of the current patrol season (usually April) and will be subject to the deduction of the Late Administration Fee.

## 2.5. Family Member Refunds

In the event that the Member who is entitled to a refund (Refunding Member) has joined the Club on a family membership:

- a) if the family only consists of the Refunding Member and parents/guardians, the refund will be family membership fee paid (less the Administration Fee or Late Administration Fee as applicable) and all members of the family will cease to be members of the Club; or
- b) if the family consists of multiple children, the refund will be for the portion of the family membership fee paid for the Refunding Member i.e. the difference between the cost of membership actually paid and the cost of membership payable without the Refunding Member (less the Administration Fee or Late Administration Fee as applicable).

## 2.6. Payment of Refund

Any refund approved will be payable within 30 days of receipt of the request.

## 2.7. Refund Fees

The amount of the Administration Fee and Late Administration Fee is set annually by the Board of Directors and forms part of the Schedule of Fees.