



REFUND POLICY

Membership Fees

The Mullaloo Surf Life Saving Club ('the Association') annual membership fees are due on the 1 September each calendar year and must be paid no later than the 30 September. Once paid, your membership will remain current until the 30 September of the following year. The Association only allows services to be provided to financial members of the Association. If a member fails to pay their membership fees by 30 September, the member will become un-financial and the member will not be entitled to the privileges of membership (Clause 16.3 of the Constitution). Membership may be re-instated on payment of a fee in addition to annual membership fees and at the discretion of the Board (Clause 16.6 of the Constitution).

Membership fees, once paid and processed, are not refundable other than in exceptional circumstances. Applications for a refund must be made in writing to the Membership Manager, setting out the exceptional circumstances claimed. Applications will be considered by the Membership Manager on a case-by-case basis.

Goods and Services

The Association must abide by the Competition and Consumer Act 2010 (the Act). Collectively these rules are known as the Australian Consumer Law (ACL). The ACL provides all consumers with certain guarantees when they purchase goods and services. These are known as the consumer guarantees. These consumer guarantees outline the circumstances where the Association is required to provide a remedy to a consumer. For further information please visit the Western Australian Department of Commerce – Consumer protection website.

Carnival Entry Fees

The Association will levy a fee upon each member participating in a SLSWA or SLSA Carnival ('the Carnival'). The fee may or may not be the same amount as levied by the organisers of the Carnival. To ensure the member has been entered into the Carnival the Carnival entry fee is required to be paid before the closing date for entries.

Carnival entry fees once paid are not refundable if you have been entered into a carnival. The organisers of the Carnival do not refund the Association when members, having been entered in the Carnival, do not end up participating in the Carnival.

Other fees levied by the Association

The Association will levy other fees from time to time which, unless expressly implied otherwise at the time of levelling the fee, once paid and processed these fees are not refundable.

This refund policy is not intended to limit the responsibilities of the Association with respect to any relevant consumer protection legislation.

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