



## Batemans Bay Soldiers Club LTD Refund Policy

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### **When we will make a refund**

Batemans Bay Soldiers Club LTD (BBSC and we and us) will make a refund when:

- You have made an error – but only to the extent of the error amount
- You have made an overpayment – but only to the extent of the overpayment
- We have made an error in calculating any total

### **When we will not make a refund**

The BBSC will not make a refund where a payment has been made to a third party and that party does not or will not make a refund to the BBSC. The refund policy of the third party will determine eligibility for a refund.

When you request a refund after the cut-off date and time for requesting refunds as notified on the website for the particular payment process unless extenuating circumstances exist and the BBSC has accepted the extenuating circumstances as warranting the payment of a refund – the final arbiter will be the BBSC represented by the contact person and based on Rotary's Four Way Test..

### **Making a claim for a refund**

You must contact the BBSC either by email or by normal mail 24 hours before your scheduled arrival.

You must identify yourself as the person who made the original payment the subject of the refund request.

You must provide full details of why you believe you are entitled to a refund.

If you are claiming extenuating circumstances you must provide full details of those extenuating circumstances to the contact person.

### **We will make a refund in this way**

If possible, the refund will be made to the credit card you used to make the initial payment.

Where a refund to the original credit card is not possible, an alternative arrangement will be negotiated with you.

## Other factors

For each event where a payment arrangement is offered the BBSC will:

- Nominate a contact person and an email address for that person
- Nominate a cut-off date
- Advise the price of each component which carries a charge or cost
- Advise whether any part of the payment or payments is NOT refundable
- Specify the amount or proportion of any payment which is not refundable

The address for the purpose of ordinary mail will be the BBSC's nominated postal address represented on the BBSC's website.

Disputes where the BBSC represented by the contact person has decided not to pay a refund will be resolved using BBSC dispute resolution processes.