



Australian Croquet Association Inc.
trading as Croquet Australia
ABN 90 330 745 920

ACA Event Refund Policy

BACKGROUND

The ACA require a formal policy and procedure for the determination and processing of event entry refunds should a player withdraw from an ACA event.

POLICY

The following procedures will apply in the event that a player withdraws from an ACA event:

- A full refund of entry fees if a player withdraws before the ACA publicised closing date for entries;
- A 50% refund of entry fees if a player withdraws after the ACA publicised closing date, but before the draw is developed;
- No amount of the entry fee will be refunded if the player withdraws after the draw is completed (as the re-working of the draw creates significant work).

Please Note: A full or partial refund may be considered by the ACA after the closing date or once the draw is completed if a player sustains an injury that is out of their control, is in an accident or contracts Covid and makes a decision not to attend the event. This will be at the discretion of the ACA and decided on a case by case basis for a compelling reason or if a replacement is found. The ACA may request a Medical or Doctor's certificate for proof of injury/illness.

Approved by the ACA Board on 18 May, 2023.