CANCELLATION AND REFUND POLICY

RATIONALE

The aim of this policy is to provide for event cancellation, participant withdrawal and refund and transfer of registration process and procedures for the 2026 Victorian Teachers' Games (VTG).

EVENT CANCELLATION

In the event the 2026 VTG is cancelled, subject to the VTG Terms & Conditions, a full refund will be granted to registered participants.

Should a participant choose to receive a refund for merchandise items paid for by a registered participant, the participant can complete a refund application form no later than 2 weeks after the cancellation of the event. Where a refund is approved, the VTG Organiser (the Organiser) will aim to process all refunds within 30 days.

PARTICIPANT WITHDRAWALS & REFUNDS

By accepting the VTG Terms & Conditions in registering for the VTG, participants acknowledge and agree financial commitments, planning and other related commitments are made by the Organiser under the expectation of their planned participation. By registering, participants acknowledge and agree refunds for withdrawal are not possible in all circumstances due to such commitments and expectations created after the point of registration.

All event fees paid at the point of registration for the VTG are non-refundable, unless in circumstances where the VTG event is cancelled, or a participant requests a refund which is considered in line with this policy.

A request for a refund may be considered and processed in the absolute discretion of the Organiser for:

- instances of personal injury and/or illness;
- family caring responsibilities due to the illness of or passing of an immediate family member;
- a compulsory school activity resulting in an individual no longer being able to attend desired VTG activities;
- system error made upon registration (e.g. a user has been able to register for an event which clashes with another and has created a system error),

and subject to the following conditions:

1. All requests for a refund must be submitted in writing (email) to the Organiser no later than 11:59pm Tuesday, 25 August 2026.
2. Supporting documentation MUST be submitted to the Organiser with the written refund request including a statutory declaration and any other documentation (e.g. medical certificate, principal letter).
3. All requests for refund will be assessed and, if deemed eligible by the Organiser, the participant may, in the absolute discretion of the Organiser, be granted a refund of event fees paid, including the VTG registration fee.
4. All eligible refunds are subject to a $15 administrative fee.
5. Refunds will not be granted or considered for participants who have **changed their mind** and no longer want to compete or for any other reason.
6. All participants applying for a refund will be promptly advised in writing of the outcome of their request.
7. Requests for refund received after 11:59pm Tuesday, 25 August 2026 will not be considered unless in the following circumstances:
    a) the Organiser is required to provide a refund or payment pursuant to any law or other legal obligation;
    b) the entire 2026 VTG is cancelled due to unforeseen circumstances;
    c) For eligible reasons outlined above where it was not possible to submit a refund request by 11:59pm Tuesday, 25 August 2026.
8. If a participant withdraws without a valid reason (as outlined above) and this results in an entire team being withdrawn due to minimum numbers not reached, the team members will not receive a refund of their event fees. Every effort must be made to find additional participants.
9. If a participant requests a refund with a valid reason (as outlined above) and this makes their team ineligible to compete, then the entire team is eligible for a refund for that event or for full registration if that is their only event.
10. If an individual event is cancelled in-line with the VTG Rules & Regulations Policy, and a participant is only registered for the cancelled event, subject to the Terms & Conditions Policy, a full event refund will be issued to eligible participants. If an individual event is cancelled in line with the Rules & Regulations Policy, and a participant is registered for multiple events, subject to the Terms & Conditions, a refund will be issued to eligible participants relating to the cancelled event only.
11. Where a participant is not eligible for a refund of event fees, a request to transfer fees and registration to a replacement participant may be made at the absolute discretion of the Organiser. It is therefore up to the individuals involved to agree on

transfers before contacting the Organiser. Please refer to 'transfer of registration fees' below.

The Organiser will aim to process all refunds within 30 days of request.

TRANSFER OF REGISTRATION FEES

Participants may make a request to the Organiser to transfer registration fees paid from one withdrawing participant to a replacement participant subject to the following conditions:

1. All requests for transfer fees and registration must be submitted in writing (email) to the Organiser no later than 5:00pm Friday, 11 September 2026.
2. Personal information for the replacement participant must be submitted at the time of transfer request, who will then need to complete registration as per any standard participant. The original participant's registration will be withdrawn at this time.
3. Only full event fees can be transferred and cannot be split over separate events.
4. All participants applying for a transfer will be advised in writing of the outcome of their request; which is subject to event entry requirements.
5. All transfer requests are approved at the discretion of the Organiser.
6. Where applicable, VTG takes no responsibility for the exchanging of fees between event entrants who are successful with a transfer request (this is the sole responsibility of the participants involved in the transfer).

RELEVANT POLICIES

VTG Terms & Conditions and Eligibility Policy

VTG Rules & Regulations Policy

IMPLEMENTATION

1. This policy reflects current practice.
2. This policy is the responsibility of the VTG Organising Committee.

ENDORSEMENT

This policy was endorsed by the Chief Executive Officer of School Sport Victoria in May 2026.

REVIEW

This policy is to be reviewed annually.