

# Cancellation & Refund Policy



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## RATIONALE

The aim of this policy is to provide an outline of the event cancellation, participant withdrawal and refund, and transfer of registration process and procedures for the 2023 Victorian Teachers' Games (VTG).

## EVENT CANCELLATION

The Department of Education (the department) continues to monitor and act on the advice of the Victorian Health Minister and the Department of Health in relation to coronavirus (COVID-19).

In the event the 2023 VTG is cancelled due to the impacts of COVID-19 or related-restrictions implemented by the Victorian Government, subject to the VTG Terms & Conditions, a full refund will be granted to registered participants. The full refund will include all merchandise items paid for by a registered participant; as such, no merchandise will be distributed in the event VTG is cancelled.

In this instance, the Organiser will aim to process all refunds within 30 days.

## PARTICIPANT WITHDRAWAL & 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 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 (eg. 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 refund must be submitted in writing (email) to the Organiser no later than 11:59pm on Friday 18 August, 2023.
  2. Supporting documentation **MUST** be submitted to the Organiser with the written refund request (e.g. medical certificate, principal letter, statutory declaration).
  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 participants applying for a refund will be promptly advised in writing of the outcome of their request.
  5. Requests for refund received after 11:59pm on Friday, 18 August 2023 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 2023 VTG is cancelled due to impacts of COVID-19 or restrictions implemented by the Victorian Government.
    - c. For eligible reasons outlined above where it was not possible to submit a refund request by 11:59pm on Friday 18th August 2023.
  6. 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.
  7. 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.
  8. If a participant requests a refund with a valid reason (eg. Illness) 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.
  9. If an individual event is cancelled in-line with the VTG Rules & Regulations, and a participant is only registered for the cancelled event, subject to the Terms & Conditions, a full refund will be issued to eligible participants. If an individual event is cancelled in line with the VTG Rules & Regulations, 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.
  10. 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 [VTG](#) no later than 5:00pm on Friday 8 September 2023.
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
- VTG Rules & Regulations