

SMNE ENTRY FEE REFUND POLICY



AUGUST 2023

Swimming Metro North East will provide a refund for entry fees in situations where:

- a) Illness or injury prevents an athlete from competing, or
- b) A technical error has been proven to have occurred on the national online meet entry system, resulting in a negative financial effect on the user.

A medical certificate covering the days in which you were intended to swim is required to claim a refund for part (a) above. If a medical certificate is not or cannot be provided within 24 hours of the last day of the meet, SMNE reserves the right to reject the refund request.

Event Entry Fees Refund Procedure

To request a refund because of illness or injury, contact the Meet Director at SMNE (meetdirector@smne.org.au). You will need to provide the following within 24 hours of the last day of the meet to request a refund:

- a medical certificate, clearly covering the days in which you were intended to swim
- the name of the meet entered
- the event numbers the swimmer withdrew from
- the swimmer's name

The refund of entry fees will primarily be performed via Swim Central.

In the event a member experiences a technical error while performing an online meet entry transaction which results in the member having fees debited from them more than once, the member can claim reimbursement/reversal of the duplicate transaction(s) from SMNE. Proof of fees being debited more than once must be provided to claim reimbursement (e.g. copy of credit card or banking statement with all fields blacked out except the relevant transactions, etc.).

UPDATED AUGUST 2023