

Rugby VIC Event Refund Policy

1. PURPOSE

This policy outlines the terms and conditions under which a team may request a refund for payments made via Rugby Xplorer. It includes the process to request a refund, circumstances under which a refund will be granted, and the timeline for processing approved refunds in accordance with the event dates.

2. SCOPE

This policy applies exclusively to refunds for Rugby VIC (RV) event entry fees. Refunds for fees charged by RV-affiliated clubs or Rugby Australia (RA) Insurance are subject to the policies of the respective clubs or RA

3. REFUND ELIGIBILITY CRITERIA

RV will provide a refund under the following circumstances:

3.1 Cancelled Event In the event that the competition is cancelled, or there are insufficient teams to fulfil a pool/division age group, a partial refund will be issued.

3.2 Team Withdrawal Teams may be eligible for a refund if they withdraw from the event within the following specified periods

- **Before Registration Closes:** 50% Refund
- **After Registration Closes:** 0% Refund

4. EVENT-SPECIFIC DATES AND PRICES

4.1 Murray River 7's

- **Location:** Willow Park, Wodonga
- **Event Dates:** Sat January 24 (Senior Men's) and Sun January 25 (Men's, Women's and Juniors)
 - **Team Entry Fee:**
- **Senior Men's** - \$750.00 (including insurance, 1x Coach Course Attendee).
- **Senior Women's** - \$525.00 (including insurance).
- **Juniors** - \$525.00 (including insurance).

Registration Deadline: Monday January 21

Refund Schedule for Murray River 7's

- **Before January 21:** 50% Refund
- **After January 21:** 0% Refund

5. REFUND REQUEST PROCESS

To request a refund, teams must submit a request via Rugby Xplorer. Refund request must be made by the specified deadlines outlined in Section 4.

6. REFUND PROCESSING TIMELINE

Once a refund request is approved, RV will process the refund in line with event timelines, ensuring that funds are returned within a reasonable period before or after the event date.

7. ADDITIONAL INFORMATION

RV is only authorized to refund entry fees charged by RV. Refunds for other fees (such as club-specific fees or RA insurance fees) are subject to the respective policies of the club or RA.