

VTG REFUND POLICY



RATIONALE

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

The VTG Registration Fee is non-refundable.

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

REFUNDS & WITHDRAWALS

Request for a refund may be considered and processed at the discretion of the organiser for instances of personal injury, illness or family caring responsibilities due to the illness of or passing of an immediate family member, or due to a compulsory school activity that results in an individual no longer being able to attend desired VTG activities, subject to the following conditions:-

1. All requests for refund must be submitted in writing (email) to the [VTG Manager](#) no later than 5:00pm (AEST) Friday 23 August, 2019.
2. Supporting documentation MUST be submitted with the written refund request (e.g. medical certificate, principal letter)
3. All requests for refund will be assessed and if deemed eligible the participant may be granted a refund of event fees paid, excluding the VTG registration fee.
4. All participants applying for a refund will be advised in writing of the outcome of their request.
5. Requests for refund received after 5:00pm (AEST) Friday 23 August, 2019 will not be considered any under circumstances unless and to the extent the Organiser is required to provide a refund or payment by law.
6. Refunds will not be granted or considered for participants who have changed their mind and simply no longer want to compete.
7. If a participant withdraws and this results in an entire team being withdrawn due to minimum numbers not reached, the team members will not receive a refund of their event fees.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 an event is cancelled in line with the VTG Official Rules & Regulations, and a participant is only registered for the cancelled event, a full refund will be issued to eligible participants.
9. 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. Please refer to 'transfer of registration fees' below.

TRANSFER OF REGISTRATION FEES

Requests may be made to transfer registration fees paid from one withdrawing participant to a replacement participant.

1. All requests for transfer must be submitted in writing (email) to the [VTG Event team](#) no later than 5:00pm (AEST) Friday 13 September 2019.
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. All participants applying for a transfer will be advised in writing of the outcome of their request; which is subject to event entry requirements.
4. All transfer requests are approved at the discretion of the organiser.

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5. 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
- VTG Official Rules & Regulations