

WINGS CANCELLATION AND REFUND POLICY

Purpose of the Policy

Badminton WA recognises that there are circumstances where continuation in a program cannot proceed. The aim of this policy is to provide an outline of the participant withdrawal and refund process and procedures for the Shuttle Time Wings program.

Participant refers to registered children enrolled in the ShuttleTime Wings program.

By registering in and completing the payment of fees for participation in the ShuttleTime Wings program, participants accept that financial commitments, planning and other related commitments are made by Badminton WA under the expectation of the persons planned participation. Therefore, it is accepted through registration into the ShuttleTime Wings program that refunds for withdrawal are not possible in all circumstances due to such commitments and expectations created after the point of registration.

Refund Policy

Badminton WA offer for a place in the Wings program is contingent upon payment of the Membership Fee and the Term Enrolment Fee.

The Membership Fee level is set at the Annual General Meeting and covers the period 1 April to 31 March each year, regardless of the date upon which the membership is entered.

The Term Enrolment Fee can change without notice. The fee level will reduce for those players joining after the commencement date. The level will reduce in accord to the date of enrolment.

All fees must be paid prior to enrolment of each term's program.

We do not run makeup classes

Request for refund may be considered at the discretion of Badminton WA for instances of ongoing personal injury, illness or family caring responsibilities, subject to the following conditions:

1. All requests for refund must be submitted in writing to Badminton WA
2. All requests for refund will be assessed, and if deemed eligible, the participant may be granted a
3. refund of Term Enrolment fees paid.
4. All required supporting documentation MUST be submitted with the written refund request.
5. Refunds will not be granted or considered for participants who have:
 1. changed their mind and simply no longer wish to participate
 2. any other reason for seeking a refund outside of a personal injury, illness or family caring responsibilities arising from the injury to, illness of or passing of an immediate family member.

Refunds

1. The Annual Membership Fee is not refundable
2. Where you cancel before the Term Program commences:

1. Badminton WA will refund the Term Fee minus \$20 administration fee
3. Where you cancel after the Term Program has commenced:
 1. No refund will be provided unless
 1. Medical certificate to indicate an injury to prevent the student from participating in the remainder of the entire length of the Term minus \$20 administration fee

Changes

Changes to the program will be advised to participants by email via the email address provided at enrolment.

Program/Course cancellation: Badminton WA reserves the right to alter and/or cancel any Program due to unforeseeable circumstances, safety risk or if no minimum enrolment number (as determined by Badminton WA from time to time) is reached.

If a Program or Course is cancelled, participants and/or guardians will be notified directly.

Class/Lesson/Session cancellation: Badminton WA reserves the right to alter and/or cancel without notice any Class, Lesson or Session in the event of facility contamination, safety reason, or other unforeseeable circumstance.

When this occurs Badminton WA will endeavour to give affected participants an email to advise of the cancellation.

Wings Coach: A qualified coach will be provided, however Badminton WA reserves the right to change any coach without notice.

Fees

There will be an Administration Fee of \$20 deducted from the refund to cover the costs incurred by the Association.

Payment

Where a refund is approved reimbursement will be made back via the method made to Badminton WA from the original payment.