

AMG Cancellation and Refund Policy

As at 30 November 2021

Policy Information

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 Australian Masters Games (AMG).

Participant refers to registered Competitors, Non-Playing Officials and Supporters.

Event Cancellation

Key Principles

Until 22 April 2022, should the AMG be cancelled due to the impacts of COVID-19 or government issued travel restrictions, controlled border arrangements and conditions of entry, a full refund will be granted by the Organiser.

Procedures/Processes

All refunds in the instance of event cancellation will be processed within 30 days of the event cancellation announcement.

Participant Withdrawal and Refund

Key Principles

Until 22 April 2022, all requests for refund due to Government issued travel restrictions, controlled border arrangements and conditions of entry will be granted by the Organiser and a full refund will be issued and the administration fee waived.

Until 31 December 2021, all requests for refund will be granted by the Organiser and a full refund will be issued and the administration fee waived.

From 1 January to 25 March 2022, refunds for withdrawal are not possible in all circumstances due to commitments and expectations created after the point of registration. By registering in and completing the payment of fees for participation in the AMG, participants accept that financial commitments, planning and other related commitments are made by the Organiser under the expectation of their planned participation.

Requests for refund received after 5.00pm (AWST) 25 March 2022 will only be considered under certain circumstances.

Where a participant is not eligible for a refund of registration fees, a request to transfer fees to a replacement participant may be made. Please refer to 'Participant Transfer of Registration' information below.

Procedures/Processes

Date of Request	Refund Procedure / Process	Conditions
Until 22 April 2022	<ul style="list-style-type: none"> All requests for refund due to Government issued travel restrictions, controlled border arrangements and conditions of entry will be granted by the Organiser 	Refunds will be granted for: <ul style="list-style-type: none"> Government issued travel restrictions, controlled border arrangements and conditions of entry

	<ul style="list-style-type: none"> • All requests for refund must be submitted in writing to the AMG Registrations Team no later than 5.00pm (AWST) Friday 22 April 2022 • The administration fee will be waived for refunds requested due to Government issued travel restrictions, controlled border arrangements and conditions of entry • Refunds will be processed within 30 days of request 	
Until 31 December 2021	<ul style="list-style-type: none"> • All requests for refund will be granted by the Organiser • All requests for refund must be submitted in writing to the AMG Registrations Team no later than 5.00pm (AWST) Friday 31 December 2021 • The administration fee will be waived for refunds requested prior to 31 December 2021 • Refunds will be processed within 30 days of request 	N/A
1 January 2022 – 25 March 2022	<ul style="list-style-type: none"> • Requests for refund may be considered at the discretion of the Organiser • All requests for refund must be submitted in writing to the AMG Registrations Team no later than 5.00pm (AWST) Friday 25 March 2022 • All required supporting documentation MUST be submitted with the written refund request • All requests for refund will be assessed, and if deemed eligible, the participant may be granted a refund of fees paid, less a \$30.00 (inc GST) administration fee • The administration fee will be waived for refunds issued due to Government issued travel restrictions, controlled border arrangements and conditions of entry • All participants applying for a refund will be advised in writing of the outcome of their request 	<p>Refunds may be considered for:</p> <ul style="list-style-type: none"> • Government issued travel restrictions, controlled border arrangements and conditions of entry (Note: \$30.00 administration fee will be waived) • personal injury or illness • family caring responsibilities arising from the injury to, illness of or passing of an immediate family member <p>that results in an individual no longer being able to attend desired AMG activities</p> <p>Refunds will not be granted or considered for participants who have:</p> <ul style="list-style-type: none"> • had a change in employment circumstances resulting in their inability to attend the AMG • had a cancellation of or non-approval for annual leave resulting in their inability to attend the AMG

	<ul style="list-style-type: none"> Successful requests will be processed within 30 days of request 	<ul style="list-style-type: none"> had a change in financial circumstance since registering other non-specific changes in personal circumstance changed their mind and simply no longer wish to compete 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
From 25 March 2022	<ul style="list-style-type: none"> Requests for refund received after 5pm (AWST) Friday 25 March 2022 will only be considered under certain circumstances All requests for refund must be submitted in writing to the AMG Registrations Team no later than 5.00pm (AWST) Friday 22 April 2022 The administration fee will be waived for refunds under the identified circumstances Refunds will be processed within 30 days of request 	<p>Refunds will not be granted or considered unless:</p> <ul style="list-style-type: none"> the Organiser is required to provide a refund or payment by law Due to Government issued travel restrictions, controlled border arrangements and conditions of entry (Note: \$30.00 administration fee will be waived)

Participant Transfer of Registration

Key Principles

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

Procedures/Processes

- All requests for transfer must be submitted in writing to the AMG [Registrations Team](#) no later than 5pm (AWST) Friday 25 March 2022.
- A \$30.00 (inc GST) administration fee will be applied to all transfers.
- Personal information for the replacement participant must be submitted at the time of transfer request, in order for a registration fee transfer code to be issued. Payment codes will be issued to the value of original registration payment, less a \$30.00 (inc GST) administration fee. The original participant's registration into AMG will be withdrawn at this time.
- All participants applying for a transfer will be advised in writing of the outcome of their request.
- All transfer applications must be made directly to the AMG and not through any supported or associated organiser.
- All transfer requests are subject to sport entry requirements and are approved at the discretion of the Organisers.

Related Documentation

- [AMG Withdrawal and Refund Request Form](#)
- [AMG Transfer of Registrations Request Form](#)
- [AMG Registration Terms and Conditions](#)

Related Policies

- [AMG Registration Terms and Conditions](#)