

Refund and Cancellation Policy

Updated 26 January 2022.



This policy articulates the relationship between State Youth Games (hereafter, SYG), an event run by Churches of Christ Vic/Tas Inc, and the group registering to attend the event (hereafter, the Group) as pertaining to refunds and payment of registration fees for the Group's attendance at State Youth Games Victoria (hereafter, the Event).

Responsibilities of the Group

1. By registering to attend the Event, the Group commits to attend the Event and to pay the required fees to SYG in a timely fashion, except as in situations described below.

Refunds and Cancellations

2. Refunds, or cancellation of registrations before fees are paid, will not be given in circumstances where a participant or the Group changes their mind about attending the Event, or has reason to not attend the Event that could have reasonably been foreseen at time of registration.
3. Refunds, or cancellations, may be given in circumstances of ill health, injury, extraneous and unforeseeable circumstance, or compassionate reasons that prevent the Participant from attending the Event.
4. As per Australian Consumer Law, refunds will be given in situations where the Event is deemed to have failed to deliver what was promised at time of registration due to false or misleading advertising, changes to the Event's details or activities, or if the Event is cancelled.

Process for Securing a Refund

5. SYG will be notified by the Group of their intention to secure a refund via email to info@stateyouthgames.com within 10 days of the event's end. This email will include the Group name, participant's name, contact email address, and phone number (as listed in the participant's registration with SYG), and registration type.
6. In situations of medical emergency, a medical certificate is to be provided to the same address within 10 days of the event's end.
7. The Group's bank details are to be provided to the same address within 10 days of the event's end.