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## 1. Purpose

1.1 This policy outlines the conditions under which refunds may be granted for membership fees, event entry fees, and other payments made to Archery Victoria or its affiliated clubs. It ensures clarity, fairness, and consistency across all levels of the sport.

1.2 This Policy enters into force and applies to Archery Victoria, Clubs and Members as of 30 November 2025. It will be reviewed on or before 30<sup>th</sup> November 2027. Unless required by changes to legislation, changes to the Rules Archery Victoria or Archery Australia policies, or as determined necessary by the Archery Victoria Board.

1.3 Copies of all documents can be obtained from the Archery Victoria website. Additional information is available from the Secretary, Archery Victoria.

## 2. General Principle

2.1 All refund requests must be made in writing to Archery Victoria at [secretary@archeryvic.org.au](mailto:secretary@archeryvic.org.au) or the relevant affiliated club. Refunds are not automatic and will only be issued in accordance with this policy.

2.2 Refunds will generally not be provided for change of mind, lack of participation, or personal preference not to continue shooting.

## 3. Membership Fees

3.1 Membership fees consist of three components:

- Archery Australia fee
- Archery Victoria fee
- Club fee (may include shooting fee)

### 3.2 Refund Eligibility

Once a membership has been processed through the Archery Australia system (Assemble Sports) and the member is registered, no refund will be issued for the AA or AV portion of the fee. If it has been incorrectly assigned (e.g. joining the incorrect club, it can be transferred see clause 3.3);

Clubs may, at their discretion, consider partial refunds of the club component of the membership, provided no shooting activity has occurred.

### 3.2 Non-Refundable Circumstances

No membership refunds will be provided where:

- The member chooses not to shoot after joining;
- The member's registration or participation is terminated for breach of policy, code of conduct, or disciplinary reasons;
- The member transfers to another club or association after registration;
- The member is unable to participate due to personal scheduling, injury, or changes in circumstance.

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### **3.3 Administrative Errors**

Refunds may be considered only in cases of administrative error, duplicate payment, or overpayment, incorrect club selected, subject to verification by Archery Victoria and Archery Australia.

## **4. Event Entry Fees**

Event entry fees are managed by the host club as the event organiser and not Archery Victoria.

### **4.1 Refund Conditions**

- Full refund if withdrawal is received in writing prior to the event entry closing date.
- Partial refund (up to 50%) if withdrawal occurs after the closing date but before the event, and is due to injury, illness, or other exceptional circumstances (validating proof may be sought).
- No refund if the participant:
  - Fails to attend without notice;
  - Is unable to shoot due to disqualification, breach of rules, or safety concerns;
  - Withdraws during the event for reasons unrelated to organiser error.

Note: The statements above are for guidance only. Refunds are at the event organisers or club discretion.

### **4.2 Event Cancellation**

If an event is cancelled by Archery Victoria or the host club, a full refund will be issued to all entrants unless the event is rescheduled.

## **5. Termination, Suspension, and Disciplinary Matters**

5.1 No refunds (membership or event-related) will be provided to any member or participant who is:

- Suspended or terminated under Archery Victoria or Archery Australia disciplinary procedures;
- Found to have breached a policy, code of conduct, or safety requirements.

## **6. Non-Refundable Fees**

6.1 The following are non-refundable under all circumstances:

- Archery Australia membership fee;
- Archery Victoria membership fee;
- Administrative or processing charges;
- Late payment or late entry fees;
- Insurance levies or transaction fees.

## **7. Processing and Timeframes**

7.1 Approved refunds will be processed within 30 days of written approval. Refunds will be made using the original payment method unless otherwise agreed.

## **8. Discretion and Appeals**

8.1 Archery Victoria/Clubs reserve the right to consider refund requests on a case-by-case basis. Appeals against a refund decision must be submitted in writing within 14 days of notification, following the process outlined in Archery Victoria's Complaints, Disputes and Discipline Policy.

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## 9. Club Refunds

This guidance assists affiliated clubs in implementing the Archery Victoria Refund Policy in a consistent and transparent manner. It clarifies the club's responsibilities and outlines the steps to follow when members or event participants request refunds.

### 9.1 Membership Refund Requests

- Clubs are responsible for managing refund requests for the club component of membership fees only.
- Once a member has been registered through the Archery Australia membership portal, the Archery Australia and Archery Victoria components of the membership fee are non-refundable.
- Clubs must not promise or process refunds for the Archery Australia or Archery Victoria portion under any circumstances.
- Any club refund (for the club fee portion) should be considered where:
  - The member has not yet participated in any club activities; or
  - A duplicate or erroneous payment has been made;
  - Or less than 25% of the annual fee period hasn't elapsed and there is a legitimate reason for requesting a refund, refund is given at the club's discretion.
- Refunds should be documented and approved by the Club Committee or Treasurer, with written confirmation to the member.

### 9.2 Event Refund Requests

- For events hosted by clubs:
  - The host club determines the event refund conditions in accordance with the Archery Victoria Refund Policy.
  - Clubs should clearly communicate refund terms in the event entry form or promotional materials.
  - Event refund requests must be made in writing before or immediately (1 day) after the event, stating the reason for withdrawal.
- Clubs should maintain clear financial records showing refund approvals and transactions for audit and reporting purposes.

### 9.3 Communication with Archery Victoria

- Where a member disputes a refund decision or raises a concern involving Archery Australia or Archery Victoria fees, the club should refer the matter to Archery Victoria ([secretary@archeryvic.org.au](mailto:secretary@archeryvic.org.au)) for review.
- Clubs should avoid issuing refunds that affect Archery Australia or Archery Victoria financial records.
- If an administrative error occurs (e.g., incorrect registration level or duplicate payment), clubs should contact Archery Victoria to arrange the appropriate adjustment.

### 9.4 Best Practice

- Clearly display refund terms on all membership and event registration materials.
- Maintain a written log of refund requests, decisions, and payments.
- Process all refunds within 30 days of approval.
- Ensure consistent application of this policy to all members and participants.
- Where discretion is used (e.g., partial refunds for exceptional circumstances), document the rationale in committee meeting minutes.

### 9.5 Support

If clubs are unsure about handling a refund request or need clarification about fee components, they should contact [secretary@archeryvic.org.au](mailto:secretary@archeryvic.org.au).