



Document No.	PD-006	Adopted/Last Reviewed:	12/08/2025
Name of Document:	Refund Policy	To be Reviewed:	Annually

1. Purpose

To ensure that all members have a framework for requesting a refund of fees paid to the club.

2. Eligibility

- Refunds are only considered for genuine medical reasons, at the discretion of the committee.
- Requests must be made **before 1 June** of the current season.
- No refunds will be issued for purchased timing chips.

3. New Member Cancellations

- If a new member requests a refund after signing up but before collecting their race pack (or returns it unused), an administration fee of **\$20** will be deducted to cover the cost of reallocating their race number to another member.

4. Season Prepaid Members

- Members who have prepaid for the entire season of races will receive refunds on a pro-rata basis, calculated from the date the refund request is approved by the committee.

5. Request Process

- Email the Club Secretary at [email address] with:
 - Your name and contact details
 - Date of payment
 - Reason for refund request
 - Medical documentation (if applicable)
- Requests must be lodged as soon as possible after the medical issue arises.



6. Processing

- Approved refunds will be processed within 14 business days to the original payment method, unless otherwise agreed.
- The committee's decision is final.

7. Club contact details

Geelong Cross Country Club
The Secretary
PO Box 6045
Geelong West, 3218, Victoria, Australia
Email: info@gccc.au