

Queenscliff SLSC Membership Refund Policy for the 2021-2022 Season.



Dear Members,

Queenscliff relies on your membership and support to maintain a healthy club. As a club we remain committed to maximising the 2021-2022 season. However, due to COVID-19 and the possibility of a reduced season, the Board recognises that membership value is lost when the length of the season is impacted. For this reason, the Board has put in place a policy in relation to refunds and credits.

For some members the financial impact of COVID is significant. Queenscliff SLSC recognises the impact and has a hardship policy in place. Any assistance given will be treated with strict confidentiality. Should anyone require assistance with fees or refunds please contact Kathryn Shearsby on memberservices@queenscliffslsc.org.au

Gym Refunds: Gym Membership will be refunded (if applicable once the gym has been completed) as a credit for next season on a pro rata basis.

Clothing Refunds: Please refer to our Clothing Refund Policy on our website. No refunds will be given on clothing that has been collected or worn. We do not offer refunds on any swimwear.

Course Refunds: Any course that has been paid for by a member will be refunded in full (less cost of manuals and materials handed out)

Competition Levy: No payment will apply for competition fees until December 2021. If carnivals are cancelled, a refund as a credit for next season will be applied.

Membership Fee Refunds:

Membership Fee Refunds will be given should a member require one less a \$30 administration and capitation fee only if the member withdraws before the 30th of November 2022.

There is no refund on Active Kids vouchers.

Please Note: If a member withdraws and pursues a refund they will not be recognised as a member for the 2021-2022 season.

Note: Individual Memberships expire on 30th September each year. Unfinancial members as at 1st October cannot participate in SLS activities because they will not be covered by insurances.

Junior Activities (Nippers):

If Nippers do not commence before January 2022, a credit will be offered of 50% only if the scheduled finish date remains the end of February 2022. If a finish date of March 2022 is scheduled, the credit will be 25% and no credit will be given if the finish date is extended to April 2022.

All Membership Fee Refunds will be made only on application to the club.

The club's preference is for any refunds to be held in credit for next season.

For Membership Fee Refunds please email admin@queenscliffslsc.org.au