



REFUND POLICY

NATIONAL RIFLE ASSOCIATION OF AUSTRALIA LIMITED

Policy Name:	Refund Policy
Commencement Date:	17 May 2024
Policy Coverage:	Circumstances for Membership and Event Refunds

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Introduction

The purpose of this policy is to outline NRAA's policy in relation to circumstances where a member can request a refund of membership, event registration fees or products) purchased through or from the NRAA.

1. Definitions

Member means a member of a **Relevant Organisation**, including:

- (a) **Member Organisations**, which means each company or incorporated association that is a member of NRAA, including each:
 - i. state, territory, and Club Member; and
 - ii. affiliated organisation of a state or territory Member.
- (b) **Individual Members**, which means individuals who are registered with a Relevant Organisation.

2. Membership Fee Refunds

- 3.1 The Member Organisations of NRAA are the nine (9) State and Territory organisations.
- 3.2 Individuals who are members of NRAA through membership of their State or Territory Organisation, should request membership refunds directly from their Member Organisation.

3. Event Refunds

- 4.1 All requests for refund of a NRAA event registration fees must be made via email to admin@nraa.com.au
- 4.2 An administration fee of 10% will apply to all event refunds where an entrant withdraws from the event.
- 4.3 If you wish to withdraw from a NRAA event, notice must be given of withdrawal up to 7 days prior to entry close. A refund less the administration fee will apply.
- 4.4 If you wish to withdraw from an event within 7 days of entry close or after entry close, no refund will apply.
- 4.5 A refund may only be considered if withdrawal occurs after entry close as outlined in 4.4 and provided that a medical certificate is submitted to NRAA along with a refund request as required in 4.1.

The request, accompanied by a medical certificate, must be received no later than the day prior to the first day of competition, and upon consideration by NRAA, a full or part refund maybe be considered.
- 4.6 Refunds within 7 days, other than for medical reasons, may be considered at the discretion of the NRAA.
- 4.7 NRAA, in its sole discretion, may delay, modify, or cancel an Event if it believes the conditions on the event day are or will be unsafe following the commencement of the event.

If the event is delayed, modified, or cancelled for any reason, including but not limited to acts of God or the elements (including without limitation, wind, rough water, rain, hail, hurricane, tornado, earthquake, acts of terrorism, epidemic, fire, threatened or actual strike, labour difficulty, work stoppage, insurrection, war, public disaster, flood, unavoidable casualty, or venue course conditions), or any other cause beyond the control of the NRAA and its event organiser, Registrants may be entitled to a pro-rata refund of any participant entry fees paid in accordance with the *Australian Consumer Law*.

There will be no payment for any other costs incurred by participants in connection with the event.

- 4.8 If NRAA cancels an event for reasons other than those outlined in 4.7, refunds will be granted if permitted under the *Australian Consumer Law*.

4. Product Purchases

- 5.1 After submitting a purchase for a product via the webstore or other NRAA-approved process, a buyer can request a refund within seven (7) days of purchase (subject to 5.2). The request must be made in writing and include the reason for the refund request. There must have been no use of the product.
- 5.2 Approval of all refunds will be at the discretion of NRAA. A refund will not be approved, despite meeting the 7 days in Clause 5.1, where NRAA has already placed an order for the product and is unable to receive a refund.
- 5.3 NRAA will not provide a refund simply for a change of mind or for a wrong decision.
- 5.4 In the event of a faulty product, an email with details of the issue including photos must be sent to NRAA. A replacement will be issued at the discretion of NRAA.

5. Refund Requests

All refund requests must be made in writing and emailed to admin@nraa.com.au.