



2020-21 Woolworths Cricket Blast Refund Policy

1. Cricket Australia understands that there are circumstances which require you to seek a refund of the Registration Fees paid in respect of a Participant in a Program. The scenarios below apply to all Participants who have registered and paid for a Registration.
2. This Woolworths Cricket Blast Refund Policy only applies to Registration Fees paid in respect of the Program and not the cost of the participant equipment pack.
3. Other than to the extent required by Applicable Law (including the *Competition and Consumer Act 2010* (Cth)), paragraphs 5 and 6 set out the only circumstances in which a you may be eligible for a refund of Registration Fees or part thereof.
4. All refunds are subject to the conditions set out in paragraphs 8 - 18, as well as the general terms of this Woolworths Cricket Blast Refund Policy.

When will you be eligible for a refund?

5. Refunds for the program Fee will be available in the following circumstances (as determined by Cricket Australia at its discretion):

Circumstances	Point of program	Refund available SPM = State Program Manager
Program cancelled at no fault of Participant Including change of date, weather or major event or circumstance not within the control of the Participant or Cricket Australia (pandemic, natural disaster, etc.)	Prior to commencement or up to 50%	Registration Refund (Minus the cost of the participant pack) – Participants will also be entitled to keep the Pack
	More than 50%	Escalate to Club (cc: SPM)
Medical Condition prevents the Participant from further participation in Program (NB: Doctor's Certificate required, and Club must be notified)	Prior to commencement or up to 50%	Registration Refund (Minus the cost of the participant pack) – Participants will also be entitled to keep the Pack
	More than 50%	Escalate to Club (cc: SPM)
System Duplicate Error	Prior to commencement	Full Refund – Participants will also be entitled to keep the Pack
	50% or less	Full Refund – Participants will also be entitled to keep the Pack
	More than 50%	Full Refund – Participants will also be entitled to keep the Pack
User Error (Duplicate registration) - Parents incorrectly registering for 2 programs. - Forgot registered/confused - Immediate duplications - Term 4 - Term 1 Re-registration	Prior to commencement	Second Registration Refunded (Minus the cost of the participant pack)
	50% or less	Second Registration Refunded (Minus the cost of the participant pack)
	More than 50%	Second Registration Refunded (Minus the cost of the participant pack)
Dissatisfaction Reasons: - Tried & Don't like - Coordinator - Program Post *Pack (No Refund)	Prior to commencement	No Refund
	50% or less	Escalate to SPM via Woolworths Cricket Blast Customer Support team support
	More than 50%	Escalate to SPM via Woolworths Cricket Blast Customer Support team

Government sports vouchers

6. In the circumstance where a government sports voucher is used, you must seek a refund via the relevant government agency as no refund will be given by Cricket Australia.
7. Where a refund is requested because you forgot to use a government sports voucher, Registration Fees will not be refunded and you will not be entitled to any other refund or compensation from Cricket Australia.

Conditions of refund

8. Where:
 - (a) your order is inaccurate (including with respect to colour/name of shirt);
 - (b) you no longer wish for your child to participate in the Program; or
 - (c) if any element of the Pack is lost, stolen, defaced or otherwise unused,
 Registration Fees will not be refunded and you will not be entitled to any other refund or compensation from Cricket Australia.

Please contact your Club if any of these circumstances apply and you wish to arrange a refund. This Woolworths Cricket Blast Refund Policy will still apply to such refunds.

9. If a refund is issued, the Participant's Registration will be cancelled effective from the date of request for refund and they will no longer be able to attend the Program or be eligible for any Program benefits.
10. Cricket Australia reserves the right to make alterations to the Program in the event of unforeseen or other circumstances, including (without limitation), to account for force majeure, safety and security concerns, weather or playing conditions, or decisions from any competent authority. In the event of such alteration, Cricket Australia will not be liable to you or any other person for any costs, expenses or other losses resulting from such alteration, except to the extent set out in paragraphs 5 and 6 of this Woolworths Cricket Blast Refund Policy.
11. In order to be eligible for a refund, you must request a refund within 30 days of the Program end date in the relevant cricket season. Registrants will not be entitled to any refunds after this date.
12. Cricket Australia will not be required to refund any fees or charges paid in addition to the Registration Fees (for example, any service/delivery fee, merchant charges or other foreign exchange charges). No interest or costs will be payable in respect of any monies refunded.
13. Cricket Australia will not be liable for any associated costs, expenses or loss (including, without limitation, any indirect and/or consequential loss).
14. No refund(s) will be payable in relation to any Registration(s) which, for whatever reason, were provided free of charge.
15. Cricket Australia shall not have any responsibility for charges incurred by you from your bank (or any other third party charges).
16. Cricket Australia reserves the right to make amendments to this Woolworths Cricket Blast Refund Policy from time to time at its sole discretion and without notice. All refunds will be determined in accordance with the Woolworths Cricket Blast Refund Policy in place at the time of your purchase.

How do I apply for a refund?

17. To request a refund, please email the Woolworths Cricket Blast Customer Support team cricketblast@cricket.com.au, including the following information:
 - (d) Name of Registrant
 - (e) Name of Club
 - (f) Participant ID#
 - (g) State
 - (h) Program type (Junior Blasters or Master Blasters)
 - (i) Pack received - Y / N
 - (j) Reason for refund request
18. Following approval of the refund request, refunds will be processed as follows within 5 business days:
 - (a) If you purchased the Registration with a credit or debit card and you are entitled to a refund pursuant to paragraph 5 or 6 of this Woolworths Cricket Blast Refund Policy, your monies will be automatically refunded to the credit or debit card (as applicable) used to buy the Registration.
 - (b) If you purchased the Registration with cash and you are entitled to a refund pursuant to paragraph 5 of this Woolworths Cricket Blast Refund Policy, you will need to contact the Club to arrange for a refund, and the process for applying such refund will be determined by the Club in its discretion.

Definitions

All capitalised terms in this Woolworths Cricket Blast Refund Policy shall have the following meanings:

Applicable Law means the law (including consumer protection legislation) applying in the state or territory (as applicable) in which the Program takes place;

Club means the local club/centre which is responsible for running the Program in which the Participant is enrolled;

Pack means the participation pack received by the Participant in respect of its Registration in the Program;

Participant means the person who will be enrolled in the Program following the Registration;

Parent/Guardian or **you** means the individual with legal capacity who has purchased a Registration for the Program for a Participant;

Program means the Woolworths Cricket Blast Program, the national entry level cricket program run under the auspices of Cricket Australia, which includes a program for 5 – 10 year olds, aimed at attracting participants to the game of cricket and developing their cricket skills, which includes both the Junior Blasters and Master Blasters programs;

Registration means a completed registration for the Program for which some or all of the Registration Fees have been paid; and

Registration Fees means the fees paid by you in respect of the Registration.