

# PO-A2-005

## Refund Policy

---

### PURPOSE

---

The purpose of this Refund Policy is to establish clear term and conditions for issuing refunds to customers, attendee, or clients. It aims to promote transparency, fairness, and consistency in processing refund requests, ensuring compliance with applicable laws and maintaining trust in the organisation's services.

### CONTENTS

---

1. Scope .....	1
2. Objectives .....	1
3. Definitions .....	1
4. Policy Details .....	2

### 1. SCOPE

---

This policy applies to all products, services, event tickets, registrations, and transactions managed by Adelaide Anthros (A2).

### 2. OBJECTIVES

---

The objective of this Refund Policy is to clearly define the circumstances and procedures for issuing refunds to ensure transparency, fairness, and consistency in handling refund requests. It aims to protect the interests of both the organisation and its customers or attendees, maintaining trust and compliance with relevant laws.

### 3. DEFINITIONS

---

- Refund: The return of money to a customer or participant for a product, service, or event, following a request due to cancellation, or other approved reasons.
- Customer/Attendee: Any individual or entity who has purchased a product, service, or ticket from the organisation.
- Refund Request: A formal application submitted by a customer or attendee seeking a refund in writing, providing necessary proof of purchase and reason.
- Non-Refundable Items: Items or services for which refunds are not issued, as specified by the organisation.
- Extenuating Circumstances: Unforeseen situations such as medical emergencies, bereavement, or natural disasters that may warrant special consideration for refunds.

## 4. POLICY DETAILS

---

### 4.1. Eligibility for Refunds

- Refunds may be granted for refund requests received 30 days prior to the scheduled event or service.
- Refunds may be considered in cases of medical emergencies, bereavement, or other extenuating circumstances, with appropriate documentation.
- No refunds will be issued for refund requests made within 30 days of the event or service date unless specified otherwise.

### 4.2. Non-Refundable Items

- Certain items or services may be designated as non-refundable, including but not limited to:
  - Administrative fees
  - Processing fees
  - Tickets or registrations purchased during promotional or special sales
  - Promotional materials

### 4.3. Refund Process

- Requests for refunds must be submitted in writing via Email.
- Refund requests should include:
  - Name and contact details
  - Proof of purchase (receipt, invoice, ticket number)
  - Reason for refund request
- All refund requests will be reviewed within 7 business days.

### 4.4. Approval and Payment of Refunds

- Refunds will be approved by a director
- Approved refunds will be processed using the original payment method unless otherwise agreed.
- Refunds will be issued within 14 days of approval.

### 4.5. Dispute Resolution

- Any disputes regarding refunds shall be addressed by a director
- The organisation reserves the right to make final decisions on refund requests.

## 5. REVIEW

---

This policy will be reviewed annually by the Directors of Adelaide Anthros (A2), or sooner if required due to incidents, legislative updates, or organisational changes.

---

**End of Document**