



SOUTH AFRICAN FIGURE SKATING ASSOCIATION

Standard Refund Policy

SAFSA STANDARD REFUND POLICY

Competitions & Tests

1. Purpose

This Refund Policy establishes a fair, transparent, and consistent framework for the consideration and processing of refunds relating to SAFSA-sanctioned competitions, tests, and official events.

2. Scope of Application

- 2.1. This policy applies to all entry fees, test fees, and related payments submitted for SAFSA-sanctioned activities.
- 2.2. This policy applies to skaters, clubs, parents/guardians, coaches, and affiliates making payments on behalf of participants.
- 2.3. This policy shall apply unless otherwise expressly stated in a specific competition or test announcement.

3. General Principles

- 3.1. Submission of an entry or test application constitutes acceptance of this Refund Policy.
- 3.2. All fees are payable in advance and must be received by the published closing date.
- 3.3. Administrative, processing, and banking fees are non-refundable.
- 3.4. Refunds are not automatic and shall only be considered in accordance with this policy.

4. Competition Entry Fee Refunds

4.1. Before the Closing Date

- 4.1.1. Withdrawal prior to the official closing date may qualify for a partial refund, subject to any administrative fee specified in the competition announcement.

4.2. After the Closing Date

- 4.2.1. Entry fees are non-refundable after the official closing date, except in the following exceptional circumstances:
 - 4.2.1.1. Medical Withdrawal
 - Refund requests based on injury or illness must be supported by a valid medical certificate.
 - Refunds, if approved, may be partial and shall exclude administrative costs.
 - 4.2.1.2. Event Cancellation
 - Where a competition is cancelled by SAFSA or the organiser, refunds may be issued at the discretion of the organiser, after deduction of unavoidable costs already incurred.
 - 4.2.1.3. No-Shows
 - Failure to attend or compete for any reason other than approved medical withdrawal does not qualify for a refund.

5. Test Fee Refunds

- 5.1. Test fees are non-refundable once the test schedule has been finalised.
- 5.2. Withdrawal prior to scheduling may be eligible for a partial refund, less administrative costs.
- 5.3. If a test is cancelled due to organiser or official unavailability, test fees may be refunded or credited at the discretion of SAFSA or the relevant authority.
- 5.4. Failed tests do not qualify for refunds.

6. Method and Timing of Refunds

- 6.1. Approved refunds shall be processed using the original method of payment where practical.
- 6.2. Refunds shall be processed within a reasonable timeframe, as determined by SAFSA or the organising body.
- 6.3. SAFSA reserves the right to issue refunds as credits where appropriate.

7. Transfer of Entries

- 7.1. Entries and test bookings are non-transferable between:
 - Skaters
 - Events
 - Competitions
 - Tests
- 7.2. Transfers may only occur with prior written approval and where expressly permitted in event regulations.

8. Refund Requests

- 8.1. All refund requests must:
 - 8.1.1. Be submitted in writing;
 - 8.1.2. Include supporting documentation where required; and
 - 8.1.3. Be submitted within the timeframe specified in the competition or test announcement.
- 8.2. Late or incomplete requests may be declined.

9. Authority and Discretion

- 9.1. The final decision regarding refunds rests with SAFSA or the relevant organising authority.
- 9.2. Decisions made in accordance with this policy are final and not subject to appeal.
- 9.3. SAFSA reserves the right to amend this policy as required for operational or governance purposes.

10. Publication and Application

- 10.1. This Refund Policy shall be published and referenced in all SAFSA competition announcements and test notices.
- 10.2. Where event-specific conditions differ, they must be clearly stated in writing and approved by SAFSA.