

CLUB REFUND POLICY

CONTENTS

1. Purpose of Policy	2
3. Application & Scope - Exclusions or Special Conditions.....	3
4. Policy Principles	3
5. Club Refund Process	4
6. Roles & Responsibilities.....	4
7. Related Documents.....	5
8. Notes	5
9. Version Control & Amendments.....	5



1. Purpose of Policy

- 1.1 This policy defines the process for a club member to request a refund from a Club Committee, and the process for the committee to then authorise the refund via Student Life.

2. Definitions

Word/Term	Definition (with examples if required)
Chargeback	A process available to credit card holders whereby funds in a disputed transaction can be forcibly returned.
Clubs & Sport Software	Software resources used to manage the majority of communication between Student Life, Clubs and Club Members. As of the time of implementation of this policy, the current Clubs & Sport Software is the "UniOne" package.
Clubs	A Club is a group of like-minded individuals, the majority of whom are currently enrolled Swinburne Students, who gather to hold Events and engage in activities for the mutual benefit of Club Members.
Club Member	A member of a fully registered Club. For more information, see Club Registration Policy and Club Governance & Management Policy.
Club Committee	A group of Club Members who are collectively responsible for the administration, good governance, management, finances and day-to-day operation of a Club, as well as handling most communication between the Club and Student Life. For more information, see Student Life Club Governance & Management Policy.
Club President	The Club President is responsible for ensuring that the Club as a whole operates in accordance with Student Life Policy and for the benefit of Club Members.
Club Secretary	The Club Secretary is responsible for ensuring clear lines of communication between Club Members, the Club Committee and Student Life.
Club Treasurer	The Club Treasurer is responsible for ensuring that all the Club's financial affairs are in order and are compliant with Student Life Policy.
Payment Gateway	E-Commerce software which collects payment card details and authorises card payments.
Student Life	Swinburne Student Life, formally known as the SSAA, or Swinburne Student Amenities Association



3. Application & Scope - Exclusions or Special Conditions

- 3.1 This policy is applicable to purchasers of products from a Club via the Clubs & Sport Software, as well as Student Life Clubs & Sport staff, and Student Life Finance & Office Administration staff.

4. Policy Principles

- 4.1 Products or services purchased from a Club are not purchased from Student Life. Student Life only acts as a facilitator of transactions between Clubs and purchasers of their products, as one part of a suite of services provided to Clubs.
- 4.2 Purchasers of Club products, who are seeking a refund, must approach the relevant Club Committee.
- 4.3 Student Life cannot authorise refunds on behalf of Clubs. Refund requests for purchases from a Club must be directed to the respective Club's Committee.
- 4.4 Student Life can process refunds authorised by a Club Committee.
- 4.4.1 Student Life can only process refunds for Clubs where there is sufficient money present in the Club Account.
- 4.4.2 Student Life can only process refunds authorised by Clubs where the product(s) to be refunded were purchased using the Clubs & Sport Software, and where the purchase was made using a payment card belonging to the person requesting the refund.
- 4.5 If a customer instigates a chargeback request in relation to the purchase of one or more products from a Club, payment of any costs incurred as a result will be the responsibility of the respective Club.
- 4.5.1 If a chargeback is reversed or otherwise successfully appealed, costs will be refunded to the respective Club.
- 4.6 Please note that club memberships become non-refundable 21 days after purchase, even with authorisation from the Club Committee, unless an exemption is granted by Student Life Team Leader, Clubs & Sport.
- 4.7 Refunds will not be issued for products, tickets or memberships on occasions where it is clearly stated that refunds will not be given and the customer has made the purchase and agreed to the terms and conditions.
- 4.8 Refunds to customers competing in Swinburne sporting events can be issued only in exceptional circumstances (i.e. medical issues) and must be accompanied by relevant documentation.



5. Club Refund Process

- 5.1 Club Committees can authorise Student Life to issue a refund for a club product by submitting a Club Refund Authorisation Request to Student Life.
- 5.2 The Club Refund Authorisation Request must be signed by two of the following Club Committee Members:
 - 5.2.1 The Club President
 - 5.2.2 The Club Treasurer
 - 5.2.3 The Club Secretary
- 5.3 The Club Refund Authorisation Request must include the following information, which can be found on the invoice generated by the Clubs & Sport Software at the time of purchase:
 - 5.3.1 The name of the customer to be refunded.
 - 5.3.2 The Order ID(s) for the purchase(s) to be refunded.
 - 5.3.3 The product(s) being returned.
 - 5.3.4 The total amount, in Australian Dollars, to be refunded to the customer.
- 5.4 Student Life will not process refunds where the requested refund amount exceeds the amount originally paid for the product(s) being refunded.
- 5.5 Within 2 business days of receipt of a valid Club Refund Authorisation Request, Clubs & Sport will forward the form to Student Life Finance & Office Administration.
- 5.6 Within 5 business days of receipt of a valid Club Refund Authorisation Request, Student Life Finance & Office Administration will process the refund, using the Clubs & Sport Software and Payment Gateway to refund the relevant purchase(s) to the customer's payment card used for the initial purchase.

6. Roles & Responsibilities

- 6.1 Club Committees – treat refund requests fairly, and follow Student Life Clubs Policy at all times.
- 6.2 Club Members – request refunds through the relevant Club Committee.
- 6.3 Student Life Staff – process refund requests authorised by Club Committees in a timely manner.



7. Related Documents

7.1 Student Life Club Governance & Management Policy

7.2 Student Life Club Registration Policy

8. Notes

Date first approved: 23/06/17		Date of Next Review: 31/07/19	
First Approved by:		Rodney Thomson – Director, Student Life	
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9. Version Control & Amendments

Version Control	Date Effective	Approved By	Amendment
1	23/06/17	Rodney Thomson – Director, Swinburne Student Life	First Version.
2	31/07/18	Aimee Gipper- Team Leader, Clubs & Sport	Added 4.7 and 4.8

