

MONASH UNIVERSITY BADMINTON CLUB – CANCELLATION POLICY

1. Overview and Purpose

We are the Monash University Badminton Club ('MUBC', 'we', 'us' or 'our').

This Cancellation Policy describes our cancellation policy and procedures for our weekly badminton social sessions.

This Cancellation Policy is effective as of 1st July 2024.

2. Policy Statement

The Monash University Badminton Club runs weekly badminton social sessions at the Monash University (Clayton Campus) Sports Center in the Stadium Hall. For each of our social sessions, we strive to provide an opportunity for everyone to play badminton socially and in a manner that is:

- fun;
- safe; and
- fair.

These are our **Social Session Values** embedded in our Club's **Vision, Mission and Values**.

The Stadium Hall has a total of ten (10) badminton courts available for our social sessions, but sometimes less badminton courts are available to us for our social sessions due to other clubs' events, equipment malfunctions and other reasons outside of our control.

When we have all ten (10) courts available to us, each of our social sessions are able to comfortably have approximately sixty (60) people attending whilst still allowing us to maintain our Social Session Values (this is our **Social Session Capacity**).

Our weekly social sessions often have more people that wish to play than our Social Session Capacity. It is therefore important for all members to understand and remember that by receiving a social pass for any particular social session, it likely means that someone else will have to miss out.

3. Application of Policy

This Cancellation Policy applies to all members that have purchased a pass for one of our weekly badminton social sessions.

4. Cancellation Procedure

When you purchase a social session pass and then cancel (previously reschedule) your social session pass:

- if you do not give us enough notice before the social session starts, it means that we will not have enough time to give your spot to someone else (meaning that that person will have to miss out on our social session);
- it will create additional administrative tasks and burdens for our committee members and officers to process refunds, reschedule passes and arrange for someone else to take your spot; and
- it may cost our club additional fees and charges to process refunds and/or re-schedule your pass (such as payment service provider fees, transfer fees, etc).

It is in our interests to avoid or minimize the above consequences, in order to be fair to everyone (members and our committee members and officers) as part of our Social Session Values.

Accordingly, our **Cancellation Policy is as follows:**

1. Once a social session pass has been purchased, **we do not allow re-scheduling of that pass to another social session.**
2. Once a social session pass has been purchased and you wish to cancel that pass, you must give us at least **twenty four (24) hours** of notice prior to the start time of the relevant social session. If you do, we will:
 - (a) **cancel that social session pass** and **remove you from the list** for that social session; and
 - (b) issue you with a **50% discount code** that you can use the next time you purchase a social session pass.
3. Once you have given us a cancellation request, such request **is final** and you cannot change your mind after sending us that request, and we will treat your request as final instructions to cancel your social session pass and treat it as per this Cancellation Policy.

Except as set out above, **we will not issue refunds for purchased social session passes in any other circumstances.**

5. Contact

If you have any questions about this Cancellation Policy, please contact us at monashuni.mubc@gmail.com